

DocuPet's Licensing Communications Explained



How DocuPet's Software determines who, what, when and where to send licensing related communications to pet owners.



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Communications Overview



An overview of the robust and complex standard communications DocuPet has developed.



DocuPet Communications

DocuPet's solution offers a suite of automated reminder notifications delivered by email, mail, and automated phone calls that are proven to effectively increase engagement and renewal rates.

The primary goal of our automated communications is two-fold:

1. To drive renewals.
2. To drive users to license online.

DocuPet has observed a clear correlation between online engagement and higher compliance rates, which is why we encourage partners to direct pet owners to the online platform whenever possible.

Once a pet owner completes the necessary steps to maintain a valid license, communications stop and no further messages are scheduled until the next required action is needed from the pet owner.



How Our Communication System Works

The Licensing Communication System allows us to send licensing related messages via mail, email and automated phone calls to Pet Owners and Residences in the DocuPet database.

It utilizes settings, commands and software to send the correct message to the correct address (physical/ mailing, email, phone number) at the correct time. It is a very complex system!

- Templates - the “What”
 - House the content (images, copy, tables, forms) for any sending, be that an email, multi-page letter (with instructions), etc.
 - Typically contain conditional logic that allows for content to be varied based on the nature of Pet Owner or Pet record. Examples of conditional logic include:
 - Organization/Jurisdiction (Name, Logo, Licensable vs. Optional Pets, Policies/Rules)
 - Record Data (Names, Dates, Account Statuses)
- Reminder Info - the “Who and When”
 - Determine who gets what template when.
- Scheduler
 - Schedules the applicable communications into the queue to be ready for deployment.
- Sender
 - Checks to see if the pet owner who is scheduled still needs the reminder and dispatches it.



The Sending Commands

Every 30 minutes, a “Scheduler” command runs through the Reminder Infos, one by one, looking for any Pet Owner/Pet records that meet the qualifications for each. Reminders are typically scheduled beginning 15 days prior to the desired sending date.

Every 10 minutes for emails, and every day for letters, a “Sending” command runs to deploy the communication. This command includes a validation script.

The sending command finds all scheduled reminders that can be sent and cross-checks each against validation rules to ensure they still meet the requirements of the relevant Reminder Info. This is why the validation step is critical—it catches pets that were licensed after the reminder was scheduled, preventing duplicate reminders. Pets that have been removed from the system recently, or pet owners who have opted out of certain reminder types, are also excluded from sending.

Emails and phone calls are sent directly to pet owners, while letters are uploaded to a folder and a linked email is sent to our fulfillment center for printing and mailing.

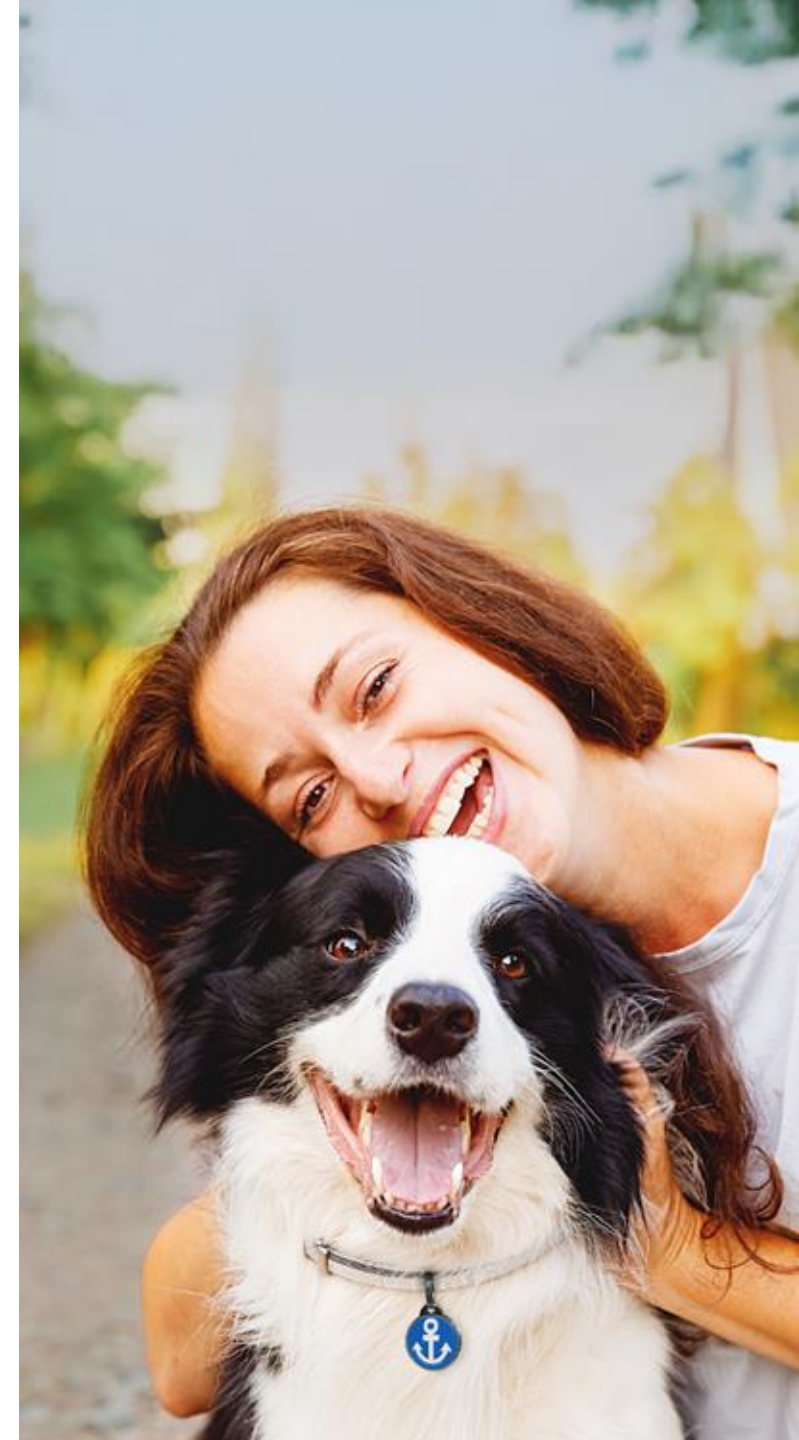


Monitoring

We have monitoring tools that help us know if the commands are working properly. We also spot check outbound emails and letters frequently.

Queue Dashboards help us see what Reminders have been scheduled, sent, disqualified, or failed by type and by date.

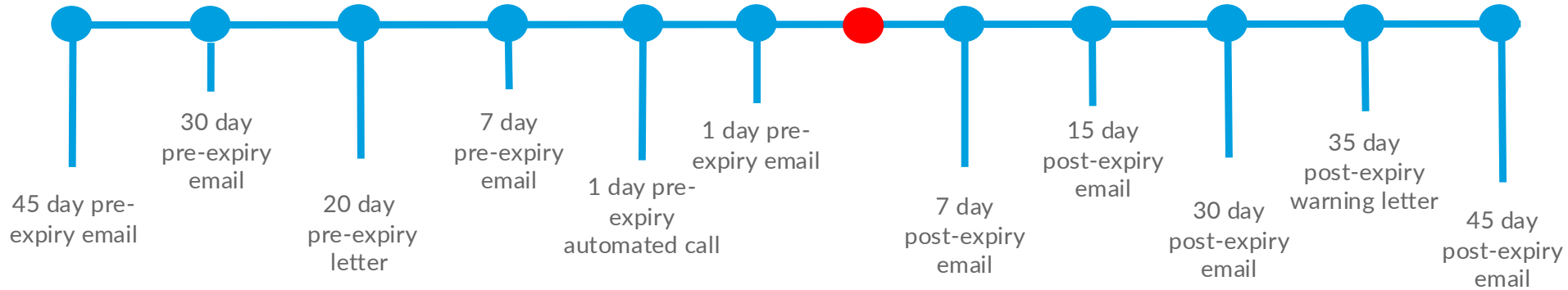
Further, we have a manual auditing process in place that we use to check that settings, sendings and content are accurate.



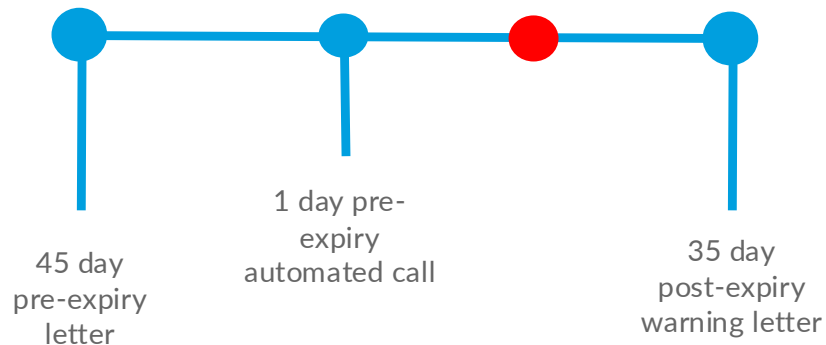


Renewal Communications Flow

Standard Renewal Communications Flying with Email on File:



Standard Renewal Communications Flying With NO Email on File:



 License expiry date

Please note automated calls are at DocuPet's discretion and may be unscheduled during elevated Customer Care support wait times.



Standard Letter Templates

Our standard pre and post expiration letters are part of our regular communications flow for all pet owners with or without an email address on file. These letters contain content reminding the pet owner that either their pet's license is up for renewal or has since expired and needs to be renewed.

Each letter is accompanied with renewal instructions based on the pet owners profile. The pet owners who have previously logged into their DocuPet account are considered **online** users, while those who have never accessed their online account are considered **offline** users.

Any blocks highlighted in red (next page) are customizable based on the organization/jurisdiction. However, any customized blocks will no longer support dynamic content or logic (such as pet names or automated data fields) that DocuPet has built into the default templates.



Custom Letter Content

Certain sections of our letter templates noted in red are customizable, allowing your organization the flexibility to adjust when required.

Customizations can be added to all letter templates.

Important Considerations:

- **Word Count Limitations:** Space for customization is limited, so please be mindful of word count to prevent the letter from being cut off and more than 1 pet on a profile.

Need Guidance? Reach out to your Partner Success Manager if you want to customize content.


YOUR LOGO HERE **YOUR ORGANIZATIONS ADDRESS HERE**

Your pet license is expiring!

Renew online here:
[URL].docupet.com

You will need your online access code:
764YQUDGX

or scan this QR code with your smartphone to get started:



83698257 76760546 78
PET OWNER NAME HERE
Pet Owner Address Here

DATE

Dear PET OWNER NAME,

Thanks for registering your pet with [YOUR ORGANIZATION]. Our records show that the pet license for Max [PET NAME] is expiring soon and must be renewed prior to the license expiration date listed below.

Pet Name	License	License Exp.	Rabies Exp.
• Dog - Max	\$60.00	Dec 30, 2023	Dec 30, 2023

An administrative fee of 2.65% plus \$0.25 will apply if paying by Debit/Credit.

Additional Space for Custom Content

Licensing Requirements in [YOUR LOCATION/ORGANIZATION]

- All dogs and cats owned must be licensed and wear a tag.
- Renewed licenses begin on the date of expiration of the previous license if renewed on time.
- Pet owners 65 and older qualify for the discounted rate.

Renew Online

[YOUR ORGANIZATION] has partnered with DocuPet to provide online licensing. Follow the easy steps on the reverse side of this letter to access your account and renew your licence. If you are unable to access your online account, please contact DocuPet at 1-877-239-6072 during regular business hours, or visit [ORG NAME].docupet.com/licensing to see in-person licensing locations.

Have you moved or do you no longer have your pet?

Please let us know by following the instructions on the reverse side of this letter. Instruction "A" should be used to inform us that you no longer have a licensable pet. Instruction "B" should be used to update your address.

IF YOU RENEWED THE LICENSE ABOVE WITHIN THE LAST 10 DAYS, OR HAVE INFORMED US THAT YOU HAVE MOVED OR NO LONGER HAVE YOUR PETS, NO ACTION IS REQUIRED.

Language will change to plural if multiple pets are up for renewal.

Access code provided to the pet owner so they can login to their DocuPet account. This will **NOT** appear if the pet owner is an online user.

Customizable content block 1. This intro paragraph is typically used to explain and remind pet owners of their pet's upcoming license renewal(s). Should the standard content in block one be used, the letter will automatically pull in the information provided in the database such as the pet(s) name. Anything customized will not be able to utilize this functionality.

Database driven fee table showing the applicable license rate (based on the pet) and licence expiration date. Late fees and rabies expiration (if applicable to your program) date will also show here if applicable.

Customizable content block 2/3. These blocks below the fee table are typically used to inform pet owners of any additional fees and/or of upcoming fee and/or program changes.

Customizable content block 4. This block is typically used to educate pet owners about the licensing requirements for your organization and community.

The standard remaining content is to provide more information to the pet owner and additional options to license their pet. It also encourages them to see the reverse side of the letter to follow the instructions such as access their account and make any necessary account updates.



Renewal Letter Example Online User

City of Waterloo
625 Glenwood St
Waterloo IA, 50703

Your pet license is expiring.

Renew online here:
cityofwaterloo.docupet.com

Please scan the QR code or visit cityofwaterloo.docupet.com to login to your account or reset your password.

You have a DocuPet account attached to the email address: Chris.Martin@gmail.com

If the email address is incorrect please contact DocuPet to have it updated.

September 23, 2025

Dear Chris Martin,

Thanks for registering your pet with City of Waterloo. Our records show that the pet license for Sally is expiring soon and must be renewed prior to the license expiration date listed below.

Pet Name	License Fee	License Exp.	Rabies Exp.
Dog - Sally	\$15.00	Aug 1, 2026	Apr 26, 2027

An administrative fee of \$2.00 will apply if paying by Debit/Credit.

Licensing Requirements in the City of Waterloo:

- Licenses are required for all pets over 6 months of age.
- A valid rabies vaccination certificate is required to complete the licensing process. You must upload or present a copy your certificate at the time of purchase. Temporary license options are available for those who need additional time to obtain updated proof of vaccination.
- A spay/neuter certificate is required to qualify for the discounted rate.
- A late fee applies to those who fail to license their pet within 30 days of license expiration.

Renew Online
City of Waterloo has partnered with DocuPet to provide online licensing. Follow the easy steps on the reverse side of this letter to access your record and renew your pet's license. If you are unable to use the online system, please contact DocuPet at 1-877-239-6072 during regular business hours or visit cityofwaterloo.docupet.com/en_US/licensing to see in-person licensing locations.

Have you moved or do you no longer have your pet?
Please let us know by following the instructions on the reverse side of this letter.

IF YOU RENEWED THE LICENSE ABOVE WITHIN THE LAST 30 DAYS, OR HAVE INFORMED US THAT YOU HAVE MOVED OR NO LONGER HAVE YOUR PET, NO ACTION IS REQUIRED.

How to access your DocuPet account

Licensing your pet is easy! Just follow these steps.



- Scan the QR code above or visit [\[URL\].docupet.com/en_US/login](http://[URL].docupet.com/en_US/login) on your mobile device or desktop. You may also use the enclosed form to get your pet license, but keep in mind using your online account gives you quick access to your pet's profile, documents and benefits.
- Once logged in, you'll be directed to **License Now** - click the button to proceed.
- On the **Confirm Contact Details** page, verify your information is correct and up to date. Click **Contact Details are Correct** or **Edit** to make any necessary changes.
- On the **Review Pet Details** page, verify your pet's information. Click **Edit** if updates are required.
- Now it's time to view your license tag options for your pet. First time licensees will receive the [ORGANIZATION] standard tag for free. If you've licensed with DocuPet before, you can either keep your current tag, get a replacement tag or select a designer tag. If you are selecting a new tag, click the **Add to Basket** button.
- Then proceed to checkout and complete your order. Payment can be made using a credit card or Visa/Mastercard debit card.
 - [ORGANIZATION] will receive your license purchase. If any tags were included with your order they will arrive within 10-15 business days. You will also receive an emailed receipt immediately.

How to update your DocuPet profile

If you've moved or no longer have your pet, follow these steps to update your account.

To edit your **contact information**, go to the My Details section and click the Edit button. To **remove a pet**, go to the My Pets section, select your pet's name, click More Options, and choose Remove This Pet.



About You (Pet Owner ID: 86628010)

Pet Owner Name Chris Martin	Phone Number 507.239.6072	Phone (optional)	Account Number 866280 0
Email (recommended)	ZIP code 50702	Online Access Code 62 CDY84P	

If the above information is incorrect, or you have moved, please go online to update your details.

About Your Pets

Pet Name 1. Sally (ID: N4CQ5 92)	<input type="checkbox"/> I no longer have this pet	Rabies Expiration	Tag Size <input type="checkbox"/> No new tag <input type="checkbox"/> Small - .85" <input type="checkbox"/> Large - 1.25"	License Fee: \$15.00
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+ I have a new pet!

Go online to access and update your account information, including adding new pets or visit cityofwaterloo.docupet.com to print off and complete a new pet form.

License Total: \$15.00

Check Payment: DO NOT MAIL CASH!

Check - Make checks payable to "DOCUPET"

Payment Total:

\$

By mailing this form/payment, I verify that the information contained within this form is correct and my pet's vaccines are up to date.

Any additional documents submitted with this form will not be returned.

Please mail to...
DOCUPET
15 Technology Pl
Suite 1
East Syracuse NY 13057

Make sure you include...
 Updated copy of rabies documents for all animals
 Completed form
 Check payment

Additional tag options, and other account features are available through your online account. Mailed services can take up to 25 business days to arrive and be processed by our team. During the holidays, this time can increase.



Renewal Letter Example Offline User

8675148 888622 156

City of Waterloo
625 Glenwood St
Waterloo IA 50703

Your pet license is expiring.

Renew online here:
cityofwaterloo.docupet.com

You will need your online access code:
7 UAAGL72

or scan this QR code with your smartphone to get started.

Christina Kane
9 Hammond Ave
Waterloo IA 5070
US

September 26, 2025

Dear Christina Kane,

Thanks for registering your pet with City of Waterloo. Our records show that the pet license for Hulk Hogan is expiring soon and must be renewed prior to the license expiration date listed below.

Pet Name	License Fee	License Exp.	Rabies Exp.
• Cat - Hulk Hogan	\$15.00	Aug 5, 2026	Jul 28, 2026

An administrative fee of \$2.00 will apply if paying by Debit/Credit.

Licensing Requirements in the City of Waterloo:

- Licenses are required for all pets over 6 months of age.
- A valid rabies vaccination certificate is required to complete the licensing process. You must upload or present a copy your certificate at the time of purchase. Temporary license options are available for those who need additional time to obtain updated proof of vaccination.
- A spay/neuter certificate is required to qualify for the discounted rate.
- A late fee applies to those who fail to license their pet within 30 days of license expiration.

Renew Online
City of Waterloo has partnered with DocuPet to provide online licensing. Follow the easy steps on the reverse side of this letter to access your record and renew your pet's license. If you are unable to use the online system, please contact DocuPet at 1-877-239-6072 during regular business hours or visit cityofwaterloo.docupet.com/en_US/licensing to see in-person licensing locations.

Have you moved or do you no longer have your pet?
Please let us know by following the instructions on the reverse side of this letter.

IF YOU RENEWED THE LICENSE ABOVE WITHIN THE LAST 10 DAYS, OR HAVE INFORMED US THAT YOU HAVE MOVED OR NO LONGER HAVE YOUR PET, NO ACTION IS REQUIRED.

How to set up your DocuPet account

Setting up your account and licensing your pet is easy! Just follow these steps.

QR CODE

- Scan the QR code above or visit [URL].docupet.com/en_US/signup on your mobile device or desktop. You may also use the enclosed form to get your pet license, but keep in mind using your online account gives you quick access to your pet's profile, documents and benefits.
- In the **Access Code** field towards the bottom of the screen, enter your unique access code: XXXXXX and your ZIP code: XXXX. Then click **Search**.
- Enter your email address and create a safe and secure password in order to create your account. Click **Continue**.
- Click the **License Now** button to proceed.
- On the **Confirm Contact Details** page, verify your information is correct and up to date. Click **Contact Details are Correct** or **Edit** to make any necessary changes.
- On the **Review Pet Details** page, verify your pet's information. Click **Edit** if updates are required. **Pet Details** page, confirm your pet's info. Click **Edit** if needed.
 - You may be required to provide additional documents to ensure your pets profile is complete. Select **Upload Documents** to upload any required proofs that are not already on file (ex. spay or neuter proof).
 - *If you are on a mobile device, easily upload the document by taking a photo right from your phone. On a desktop, add your document by scanning it and uploading the file.
- Now it's time to view your license tag options for your pet. First time licensees will receive the [ORGANIZATION] standard tag for free. If you've licensed with DocuPet before, you can either keep your current tag, get a replacement tag or select a designer tag. If you are selecting a new tag, click the **Add to Basket** button.
- Then proceed to checkout and complete your order. Payment can be made using a credit card or Visa/Mastercard debit card.
 - [ORGANIZATION] will receive your license purchase. If any tags were included with your order they will arrive within 10-15 business days. You will also receive an emailed receipt immediately.

How to update your DocuPet profile

If you've moved or no longer have your pet, follow these steps to update your account.

To edit your **contact information**, go to the My Details section and click the Edit button. To **remove a pet**, go to the My Pets section, select your pet's name, click More Options, and choose Remove This Pet.



About You (Pet Owner ID: 8675148)

Full Name	Phone (Required)	Account Number
Christina Kane	507 389227	86 51489
Email (Recommended)	ZIP Code	Online Access Code
	5070	7 UAAGL72

If the above information is incorrect, or you have moved, please go online to update your details.

About Your Pets

Pet Name: **1. Hulk Hogan (ID: N4CAIB 1)** I no longer have this pet

Species: **Cat**

License: **Altered Cat (1 Year): \$15.00**

Note: If this is incorrect, please go online to update pet details.

Tag Size: No new tag Small - 86" Large - 1.25"

License Fee: **\$15.00**

+ I have a new pet!

Go online to access and update your account information, including adding new pets or visit cityofwaterloo.docupet.com to print off and complete a new pet form.

License Total: **\$15.00**

Check Payment: DO NOT MAIL CASH!

Check - Make checks payable to "DOCUPET"



Please mail to...
DOCUPET
15 Technology PI
Suite 1
East Syracuse NY 13057

Make sure you include...
 Updated copy of rabies documents for all animals
 Completed form
 Check payment

Payment Total:

\$

By mailing this form/payment, I verify that the information contained within this form is correct and my pet's vaccines are up to date.

Any additional documents submitted with this form will not be returned.

Additional tag options, and other account features are available through your online account. Mailed services can take up to 25 business days to arrive and be processed by our team. During the holidays, this time can increase.



Warning Letter Example Online User

**1247 Century Ct
Santa Rosa CA 95403**

animal services

Your pet license is expired!

Renew online here:
sonomacounty.docupet.com

Please scan the QR code or visit sonomacounty.docupet.com to login to your account or reset your password.

You have a DocuPet account attached to the email address: juliana@sonomacounty.docupet.com

If the email address is incorrect please contact DocuPet to have it updated.

September 26, 2025

Dear Sarah Anderson,

Our records show that the pet license for Cala is expired so please renew it as soon as possible.

Pet Name	License Fee	Late Fees	License Exp.	Rabies Exp.
• Dog - Cala	\$20.00	\$9.00	Sep 17, 2024	Sep 17, 2024

An administrative fee of 2.90% plus \$0.30 will apply if paying by Debit/Credit.

License fees will be increasing effective November 15, 2025.

Licensing Requirements in Unincorporated Sonoma County

- All dogs four months of age and older are required to be licensed. Cat licensing remains voluntary at this time.
- Documentation of a current rabies certificate may be required to extend your license and keep it valid.
- Discounted rates available for pets that are altered and citizens that are 62 or older with an altered dog. Spay/neuter certificate is required to qualify.
- Late fees apply to those who fail to license their pet within 30 days of license expiration.

Renew Online

Sonoma County Animal Services has partnered with DocuPet to provide online licensing. Follow the easy steps on the reverse side of this letter to access your record and renew your pet's license. If you are unable to use the online system, please contact DocuPet at 1-877-239-6072 during regular business hours or visit sonomacounty.docupet.com/en_US/licensing to see in-person licensing locations.

Have you moved or do you no longer have your pet?
Please let us know by following the instructions on the reverse side of this letter.

IF YOU RENEWED THE LICENSE ABOVE WITHIN THE LAST 10 DAYS, OR HAVE INFORMED US THAT YOU HAVE MOVED OR NO LONGER HAVE YOUR PET, NO ACTION IS REQUIRED.

How to access your DocuPet account

Licensing your pet is easy! Just follow these steps.



- Scan the QR code above or visit [\[URL\].docupet.com/en_US/login](https://URL.docupet.com/en_US/login) on your mobile device or desktop. You may also use the enclosed form to get your pet license, but keep in mind using your online account gives you quick access to your pet's profile, documents and benefits.
- Once logged in, you'll be directed to **License Now** - click the button to proceed.
- On the **Confirm Contact Details** page, verify your information is correct and up to date. Click **Contact Details are Correct** or **Edit** to make any necessary changes.
- On the **Review Pet Details** page, verify your pet's information. Click **Edit** if updates are required.
- Now it's time to view your license tag options for your pet. First time licensees will receive the [ORGANIZATION] standard tag for free. If you've licensed with DocuPet before, you can either keep your current tag, get a replacement tag or select a designer tag. If you are selecting a new tag, click the **Add to Basket** button.
- Then proceed to checkout and complete your order. Payment can be made using a credit card or Visa/Mastercard debit card.
 - [ORGANIZATION] will receive your license purchase. If any tags were included with your order they will arrive within 10-15 business days. You will also receive an emailed receipt immediately.

How to update your DocuPet profile

If you've moved or no longer have your pet, follow these steps to update your account.

To edit your contact information, go to the My Details section and click the Edit button. To remove a pet, go to the My Pets section, select your pet's name, click More Options, and choose Remove This Pet.



About You (Pet Owner ID: 834527-5)

Pet Owner Name Sarah Anderson	Phone (Required) 9547	Account Number 834527-5
Email (Recommended)	ZIP Code 9547	Online Access Code 77FDC4 KK

If the above information is incorrect, or you have moved, please go online to update your details.

About Your Pets

Pet Name 1. Cala (ID: N291 7LP)	<input type="checkbox"/> I no longer have this pet	License Expiration
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License: Unaltered 1 Year: \$20.00 Additional Fee: Late Fee: \$9.00	Tag Size <input type="checkbox"/> No new tag <input type="checkbox"/> Small - .86" <input type="checkbox"/> Large - 1.25"	License Fee: \$29.00
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Note: If this is incorrect, please go online to update pet details.

+ I have a new pet!

Go online to access and update your account information, including adding new pets or visit sonomacounty.docupet.com to print off and complete a new pet form.

License Total: \$29.00

Check Payment: DO NOT MAIL CASH!

Check - Make checks payable to "DOCUPET"

	Payment Total: \$
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By mailing this form/payment, I verify that the information contained within this form is correct and my pet's vaccines are up to date.

Any additional documents submitted with this form will not be returned.

Please mail to...
**DOCUPET
15 Technology Pl
Suite 1
East Syracuse NY 13057**

Make sure you include...
 Updated copy of rabies documents for all animals
 Completed form
 Check payment

Additional tag options, and other account features are available through your online account. Mailed services can take up to 25 business days to arrive and be processed by our team. During the holidays, this time can increase.



Warning Letter Example Offline User

Your pet license is expired!

Renew online here:
desmoineswa.docupet.com

You will need your online access code:
4VM73 J7

or scan this QR code with your smartphone to get started.



September 26, 2025
Dear Christina Escoto,

Our records show that the pet license for Summer is expired so please renew it as soon as possible.

Pet Name	License Fee	License Exp.	Rabies Exp.
• Dog - Summer	\$30.00	Dec 31, 2023	Jan 8, 2024

An administrative fee of 2.90% plus \$0.30 will apply if paying by Debit/Credit.

Licensing Requirements in the City of Des Moines:

- Licenses are required for all pets over 6 months of age.
- A valid rabies vaccination certificate is required to complete the licensing process. You must upload or present a copy your certificate at the time of purchase. Temporary license options are available for those who need additional time to obtain updated proof of vaccination.
- Senior citizens (aged 65+) with an altered pet are eligible for a \$0 annual license. Please note that annual renewal is still required, along with the submission of current rabies vaccination documentation.
- Failure to license within 60 and 120 days after expiration will result in escalating late fees.

Renew Online
Des Moines has partnered with DocuPet to provide online licensing. Follow the easy steps on the reverse side of this letter to access your record and renew your pet's license. If you are unable to use the online system, please contact DocuPet at 1-877-239-6072 during regular business hours or visit desmoineswa.docupet.com/en_US/licensing to see in-person licensing locations.

Have you moved or do you no longer have your pet?
Please let us know by following the instructions on the reverse side of this letter.

IF YOU RENEWED THE LICENSE ABOVE WITHIN THE LAST 10 DAYS, OR HAVE INFORMED US THAT YOU HAVE MOVED OR NO LONGER HAVE YOUR PET, NO ACTION IS REQUIRED.

How to set up your DocuPet account

Setting up your account and licensing your pet is easy! Just follow these steps.

QR CODE

- Scan the QR code above or visit [URL].docupet.com/en_US/signup on your mobile device or desktop. You may also use the enclosed form to get your pet license, but keep in mind using your online account gives you quick access to your pet's profile, documents and benefits.
- In the **Access Code** field towards the bottom of the screen, enter your unique access code: XXXXXX and your ZIP code: XXXX. Then click **Search**.
- Enter your email address and create a safe and secure password in order to create your account. Click **Continue**.
- Click the **License Now** button to proceed.
- On the **Confirm Contact Details** page, verify your information is correct and up to date. Click **Contact Details are Correct** or **Edit** to make any necessary changes.
- On the **Review Pet Details** page, verify your pet's information. Click **Edit** if updates are required. **Pet Details** page, confirm your pet's info. Click **Edit** if needed.
 - You may be required to provide additional documents to ensure your pet's profile is complete. Select **Upload Documents** to upload any required proofs that are not already on file (ex. spay or neuter proof).
 - "If you are on a mobile device, easily upload the document by taking a photo right from your phone. On a desktop, add your document by scanning it and uploading the file."
- Now it's time to view your license tag options for your pet. First time licensees will receive the [ORGANIZATION] standard tag for free. If you've licensed with DocuPet before, you can either keep your current tag, get a replacement tag or select a designer tag. If you are selecting a new tag, click the **Add to Basket** button.
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If you've moved or no longer have your pet, follow these steps to update your account.

To edit your contact information, go to the My Details section and click the Edit button. To remove a pet, go to the My Pets section, select your pet's name, click More Options, and choose Remove This Pet.



About You (Pet Owner ID: 8674154)

Full Owner Name Christina Escoto	Owner Date of Birth 12/18/1972	Phone (required) 9819	Account Number 8674154
Email (recommended)	ZIP code 9819	Online Access Code	4VM73 J7

If the above information is incorrect, or you have moved, please go online to update your details.

About Your Pets

Pet name
1. Summer (ID: N4GAMW N) I no longer have this pet

Rabies Expiration

License: Altered Dog (1 Year): \$30.00
Note: If this is incorrect, please go online to update pet details.

Tag Size
 Small - .85" Large - 1.25"

License Fee: \$30.00

+ I have a new pet!

Go online to access and update your account information, including adding new pets or visit desmoineswa.docupet.com to print off and complete a new pet form.

License Total: \$30.00

Check Payment: DO NOT MAIL CASH!

Check - Make checks payable to "DOCUPET"



Please mail to...
DOCUPET
15 Technology Pl
Suite 1
East Syracuse NY 13057

Make sure you include...
 Updated copy of rabies documents for all animals
 Completed form
 Check payment

Payment Total:

\$

By mailing this form/payment, I verify that the information contained within this form is correct and my pet's vaccines are up to date.

Any additional documents submitted with this form will not be returned.

Additional tag options, and other account features are available through your online account. Mailed services can take up to 25 business days to arrive and be processed by our team. During the holidays, this time can increase.



Standard Email Templates

DocuPet's pre-renewal and post-expiration (warning) emails are part of our regular communications flow for all pet owners who have a valid email on file.

These emails contain content reminding the pet owner that their pet's license is either up for renewal or has expired and needs to be renewed. Each email includes an introductory paragraph followed by a personalized renewal/licensing fee table. The fee table automatically pulls current pricing and the pet owner's specific pets, so no manual updates are needed.





Renewal Email Template Examples

Pre-Exp 45 Day Intro



It's time to renew your pets' licenses

Hi Larry Adams,

Your licenses for Buddy and Taz with the Humane Society of Pikes Peak Region are due for renewal. Buddy and Taz's licenses don't expire for another 44 days, but we recommend renewing now as there is no penalty for renewing your pets' licenses early. Their new license start date begins the day after their current license's expiration date.

As per local ordinances, the City of Colorado Springs requires all dogs and cats to hold a valid license. DocuPet is the official licensing provider for the Humane Society of Pikes Peak Region and provides a quick and simple online licensing experience.

Renew Now



In order to renew your pet license you will first need to access your DocuPet account.

Renew Now

Pre-Exp 30 Day Intro



Pet's license renewal notice

Hi Heather Gray,

Your license for Puck with Humane Society of Pikes Peak Region will expire in less than 29 days. This is your second reminder to renew. There is no penalty for renewing your pet's license early. Her new license start date begins the day after her current license's expiration date.

As per local ordinances, El Paso County requires all dogs to hold a valid license. Cat licensing remains voluntary at this time. DocuPet is the official licensing provider for Humane Society of Pikes Peak Region and provides a quick and simple online licensing experience. You may easily renew your pet's license in just a few clicks online.

Renew Now



In order to renew your pet license you will first need to create your DocuPet account. You will require your online access code:

3VLAZKN23

Renew Now

Pre-Exp 7 Day Intro



Third Reminder: Your pet's license expires this week

Hi Debbie Formolo,

Your license for Porkchop with the Humane Society of Pikes Peak Region will soon expire. Please renew now to remain in compliance with local ordinances.

Renew Now



In order to renew your pet license you will first need to create your DocuPet account. You will require your online access code:

64FG6VHCU

Renew Now

Pre-Exp 1 Day Intro



Your License is Expiring

Hi Billie Allor,

Humane Society Of Pikes Peak Region requires your pet to be licensed. Please renew your pet's license today.

Renew Now



In order to renew your pet license you will first need to access your DocuPet account.

Renew Now

Renewal Details


Cooper

License Expires
April 6, 2025



Warning Email Template Examples


Post-Exp 7 Day


You Must Renew Your Pet License(s)

Hi [FIRST, LAST NAME],

You are hereby notified that your pet's/ license/s has/are expired and must be renewed now.

Renew Now



In order to renew your pet license/licence you will first need to create your DocuPet account. You will require your online access code:
555555

[Renew Now](#)

Renewal Details

[pet name]
Licence Expires
Aug 10, 2024


Post-Exp 15 Day


Notice of Expired Pet License

Hi [FIRST, LAST NAME],

This is your second notice that your pet's/s license/s has/have expired and requires action.

Renew Now



In order to renew your pet license/licence you will first need to create your DocuPet account. You will require your online access code:
555555

[Renew Now](#)

Renewal Details

[pet name]


Post-Exp 30 Day


Past Due Notice

Hi [FIRST, LAST NAME],

This is notice that your pet's/s license/licence/s has/have expired and requires immediate action.

Renew Now



In order to renew your pet license/licence you will first need to create your DocuPet account. You will require your online access code:
555555

[Renew Now](#)

Renewal Details

[pet name]
Licence Expires
Aug 10, 2024
Rabies Vaccination Expires

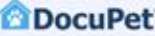
Post-Exp 45 Day


Out of Compliance

Hi [FIRST, LAST NAME],

[PET/S NAME] license has expired and must be renewed immediately.

Renew Now


In order to renew your pet license/licence you will first need to create your DocuPet account. You will require your online access code:
555555

[Renew Now](#)

Renewal Details

[pet name]
Licence Expires



Communications Certified

- If you still have questions about communications and how they work with DocuPet, check out our DocuPet Communications Certified course for additional context.
- In the course, you'll learn how to understand how the communications system works, how to speak about the communications sent to pet owners in your community, and more!

To enroll and become DocuPet Communications Certified, click the “Enroll Now” box on the right or [use the course link here](#).



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Course • 17 lessons

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4 Chapters 17 Lessons



Any Questions?

Contact the DocuPet Team to
find out more.

