

DocuPet's Custom License and Late/Penalty Fees Explained



How to utilize the custom license or late/penalty fee and considerations when using this option.



Table of contents



- Overview
- Policies
- Applying a Custom License or Fee
- Displaying a Custom Product
- Considerations

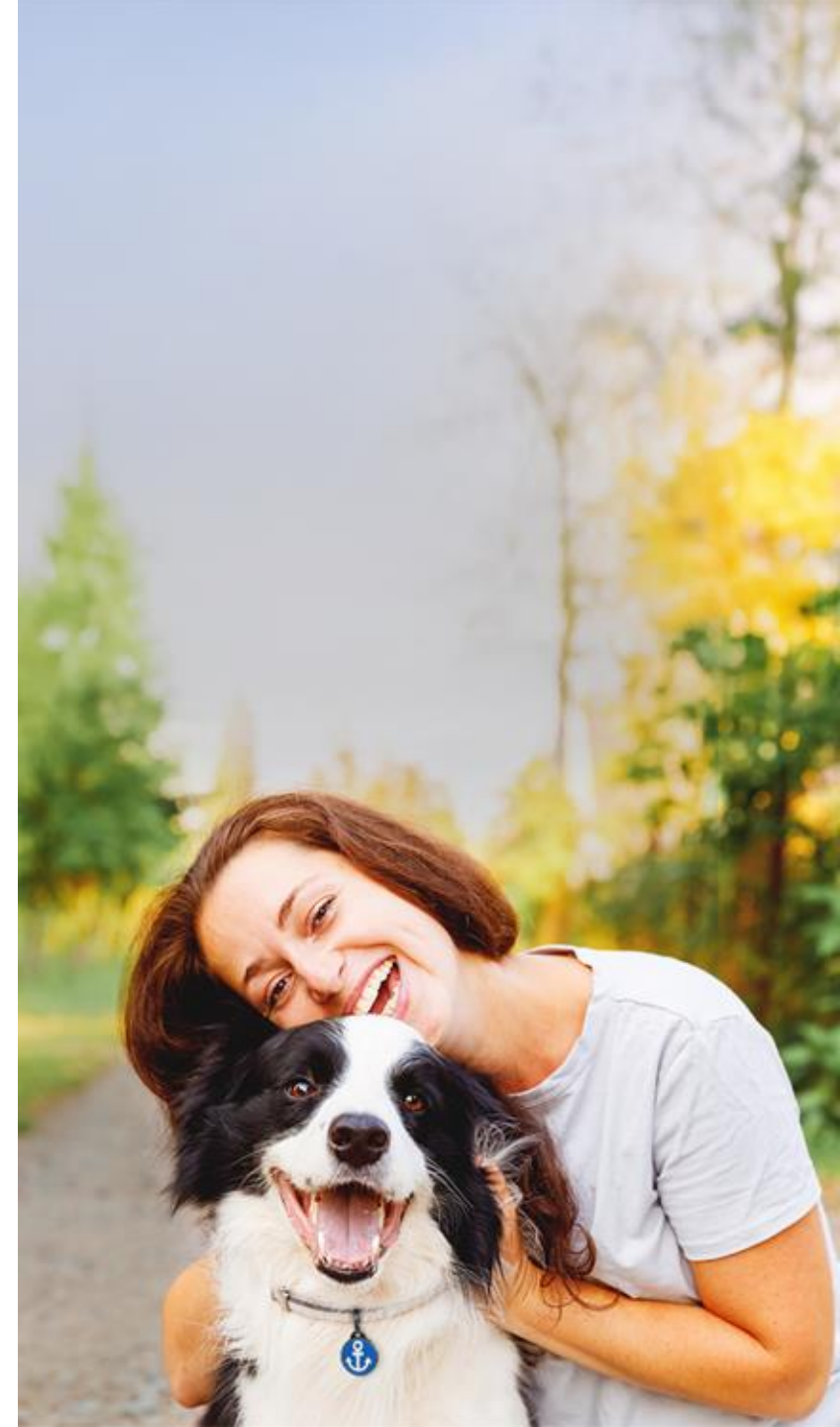


Overview

The Custom License or Late/Penalty Fee feature allows administrators to make a custom license name, apply a custom license fee, and apply custom late or penalty fees.

The ability for administrators to utilize this is convenient in one off cases where a pet owner may dispute charges applied and your organization wishes to adjust the amount or require a unique license name, price and associated term.

When a custom license fee is applied, it will only be applied for that license term. Once the license is due for renewal, our license generators (logic) will serve and communicate to the pet owner the appropriate license type based on the pet's profile.





DocuPet Policies



Given the nature of custom license and penalty fees, DocuPet has the following policies in place:

- Any inquiries from Pet Owners regarding their previously applied custom license or fee will be directed back to your organization.
- Any refund inquiries from a Pet Owner regarding their previously applied custom license or fee will be directed back to your organization.
- Any Pet Owners requesting their previously created custom license product be applied again for future renewals will be denied and be directed back to your organization.
- DocuPet Customer Service Representatives will never issue a custom license product, fee, late or penalty fee on your organization's behalf.



Adding a Custom License Product

Licensing a Pet with No License Record:

- An administrator may opt to sell a Custom License Product for a pet with no pre-existing license record. They may choose the Custom License Product from the dropdown and proceed through the order flow.

Renewing a Pet with a License Record:

- When an administrator attempts to renew a license but opts to use a Custom License Product instead, they will need to override the default selection in the Admin Licensing App by choosing the appropriate Custom License Product (based on the license duration) from the dropdown.
- If they select a Custom License Product, the Administrator will be required to add a price and name on the order summary.

IMPORTANT:

- If a late fee is automatically added and the administrator wishes to use a Custom Late Fee Product, they should remove it from the License Selection panel.



Adding a Custom License Product



Lavender

Altered Dog - 1 Year - \$15.00

-- Please select a license --

Altered Dog - 1 Year - \$15.00

Unaltered Dog - 1 Year - \$42.00

Senior - Altered Dog - 1 Year - \$10.00

Senior - Unaltered Dog - 1 Year - \$25.00

Service Animal - \$0.00

Transfer License - \$0.00

Custom Pet License - 1 Year - \$0.00

Custom Pet License - Lifetime - \$0.00



Records show that this pet's last license expired 48 days ago. The pet owner will be required to pay a late fee upon checkout unless removed.

Late Fee [Remove](#)



Lavender

Custom Pet License - 1 Year - \$0.00

Custom Pet License - 1 Year - \$0.00

Lavender's new license will expire on Mar 22, 2024

Late Fee, Citations and Penalties

Records show that this pet's last license expired 48 days ago. The pet owner will be required to pay a late fee upon checkout unless removed.

Late Fee [Remove](#)



Remove if a custom late fee will also apply



Adding a Custom License Product

 **ORDER SUMMARY**
Order #19 -- 2 items

Items for Dog

LICENSES AND FEES

Custom Pet License - 1 Year	\$0.00
<i>Please enter a custom product amount.</i>	
Edit	Remove

Total Licensing Fees \$0.00

PET TAGS

Generic SEAACA Tag	\$0.00
Size: Large	Remove
Color: Blue	

Shipping

☐ Priority Tracked Shipping \$10

☐ Priority Tracked Shipping (Waived) (Free)

Click 'Edit'



 **ORDER SUMMARY**
Order #19 -- 2 items

Items for Dog

LICENSES AND FEES

6 Month License - Altered Dog 

\$ 25.00 

[Save](#) [Cancel](#)

Total Licensing Fees \$0.00

PET TAGS

Enter custom name



Enter custom amount

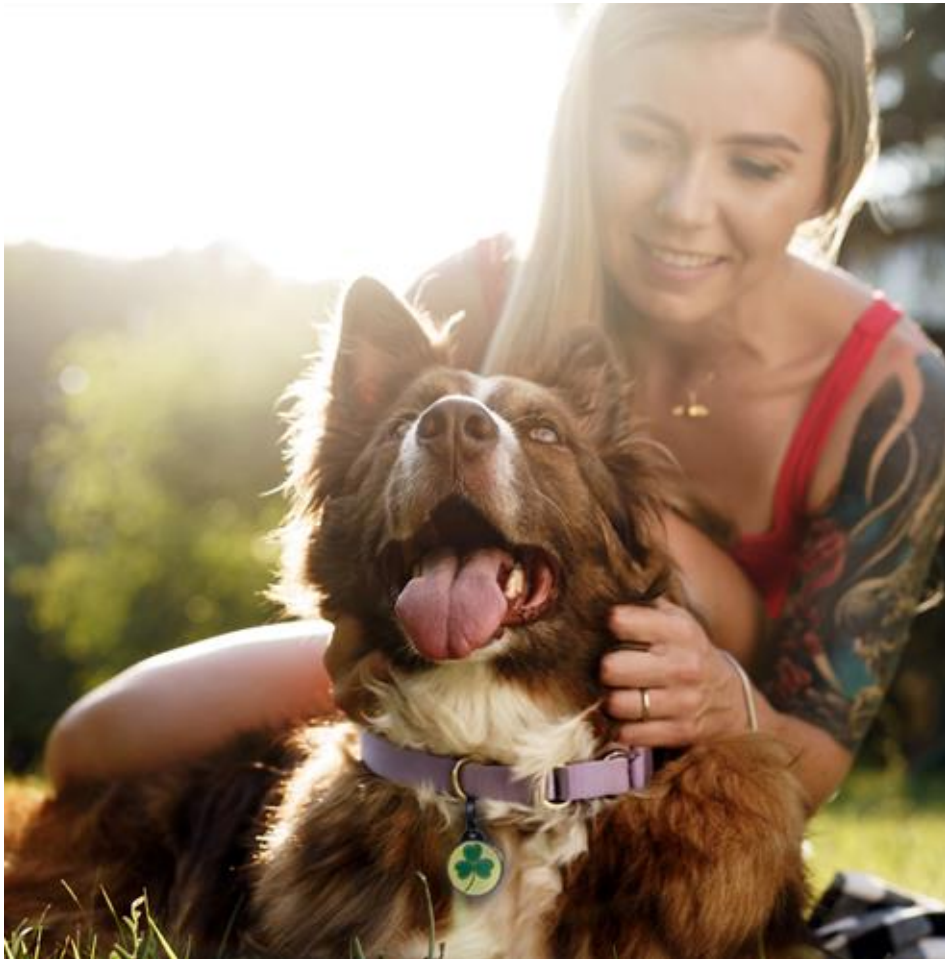


Click 'Save'





Adding a Custom Late or Penalty Fee



From the Late Fees, Citations and Penalties panel and Administrator may choose the desired Custom Product from the dropdown.

An Administrator will be able to edit:

- The name of the Custom License/Late Fee/Penalty Products (which appear on the Pet Owner's receipt and as a description on the Pet Panel)

If an Administrator makes a typo in the amount, it can be corrected by Admin Support after the order is placed (for 3rd-party payments only), or the order can be cancelled and refunded.



Adding a Custom Late or Penalty Fee

 **Late Fees, Citations and Penalties ?**

Lavender

Select a product

Select a product

Custom Late Fee: \$0.00

Custom Penalty License Fee: \$0.00

Late Fee: \$20.00

Penalty License Fee: \$0.00

Select the Custom Late Fee Product

ORDER SUMMARY Order #23 -- 3 items

Items for Lavender

LICENSES AND FEES

One Year License ✓

\$ 12.00 ✓

Save Cancel

Custom Late Fee ✓

\$ 12.00 ✓

Save Cancel

Enter custom name (if applicable)

Enter custom amount (if applicable)

Enter custom name

Enter custom amount
Click 'Save'



Displaying a Custom Product

Once created, the custom name(s) and amount(s) appear in the following locations:

- On the license panel for the pet with the custom license product.
- On the order summary screen.
- On the Pet Owner's receipt and license proof.
- On all reports.

It is important to note that whatever these products are named will be visible to both administrators and pet owners.





Displaying a Custom Product

Most Recent	Status	Start	Exp.	Fee
6 Month License - Altered Dog	Active	May 8, 2023	May 9, 2024	\$25.00

License Type:
Regular

Purchase Details:

- May 8, 2023
- Order #70000019
- Online Credit Payment

Renewal Available Date:
Mar 10, 2024

[View License Proof](#)

Pet Information

Pet Name: Dog
Approx. Age: 2 Years
Spayed / Neuter Status: Spayed/Neutered
Breed: Great Dane
Color: Black

License Information

Pet Name: Dog
Pet ID Code: N2ORYVJC
Tag Number: Not Assigned
License: 6 Month License - Altered Dog
License Start Date: May 08, 2023
License Expiration Date: May 09, 2024

Order Summary

[Order Summary](#) | [Payments](#) | [Statuses](#)

LICENSES AND FEES

 **Dog**
6 Month License - Altered Dog
[View proof of license](#)

\$25.00

Total \$25.00

LICENSES AND FEES

 **Lavender**
One Year License
New license expires on Mar 23, 2024
[View proof of license](#)

\$12.00

Custom Late Fee

\$10.00

Total \$22.00



Displaying a Custom Product

Organization: Southeast Area Animal Control Authority	Jurisdiction: All Jurisdictions	Start Date: Apr 01, 2023	End Date: Apr 30, 2023	Timezone: Eastern Standard Time (EST)	Last Adjusted: Apr 12, 2023	
Categories/Products		Processed By DocuPet				
		(#)		(%)		
Organization Product Sales Processed by DocuPet						
✓ Licenses		26			\$681.34	
Altered Dog - 1 Year	\$19.75	3			\$59.25	
Altered Dog - 1 Year	\$20.00	5			\$100.00	
Altered Dog - 1 Year	\$15.00	1			\$15.00	
Altered Dog - 1 Year	\$15.00	1			\$15.00	
Altered Dog - 1 Year	\$14.00	1			\$14.00	
Altered Dog - 1 Year	\$20.00	1			\$20.00	
Altered Dog - 1 Year	\$30.00	1			\$30.00	
Altered Dog - 1 Year	\$23.00	1			\$23.00	
Altered Dog - 1 Year	\$19.00	1			\$19.00	
Altered Dog - 1 Year	\$28.00	1			\$28.00	
Custom Pet License - 1 Year	\$0.00	2			\$20.00	
Custom Pet License - Lifetime	\$0.00	1			\$0.01	
Unaltered Dog - 1 Year	\$39.52	4			\$158.08	
Unaltered Dog - 1 Year	\$60.00	3			\$180.00	

Custom Pet License - 1 Year (Product Sale List)



[← Return to Report](#)

Order Date	Name	Order Number	Pet Owner ID	Pet	Product Type	Product Description	Flat Fee	Percentage Fee	Personalization Amount	Amount	Payment Method	Vend
Apr 12, 2023	ashna jariwala	123	139	D1	License	SEAACA License - 1 Year	\$3.00	\$0.00	\$0.00	\$10.00	Credit Card	Dc
Apr 12, 2023	ashna jariwala	123	139	D3	License	Custom Pet License - 1 Year	\$0.00	\$0.00	\$0.00	\$10.00	Credit Card	Dc



Considerations

It will be up to your organization how you wish to use this feature with regards to applying custom names and fees. However, in order to keep things simple, we recommend considering the following:

- To remain consistent, consider the possible use cases in which you want this feature to apply. Decide on a naming convention for these use cases and use them regularly. This will also help with understanding reporting and what was served to pet owners.
- **Watch for typos! Once the custom license name has been created they cannot be edited. This will be visible to pet owners if a mistake is made.**
- Anyone with access to selling licenses can use this feature.
- **We recommend adding notes to the pet owner account each time a custom license product or fee is served explaining the situation so it can be referenced if need be.**



Any Questions?

Contact the DocuPet Team to
find out more.

