

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/mailling, 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.

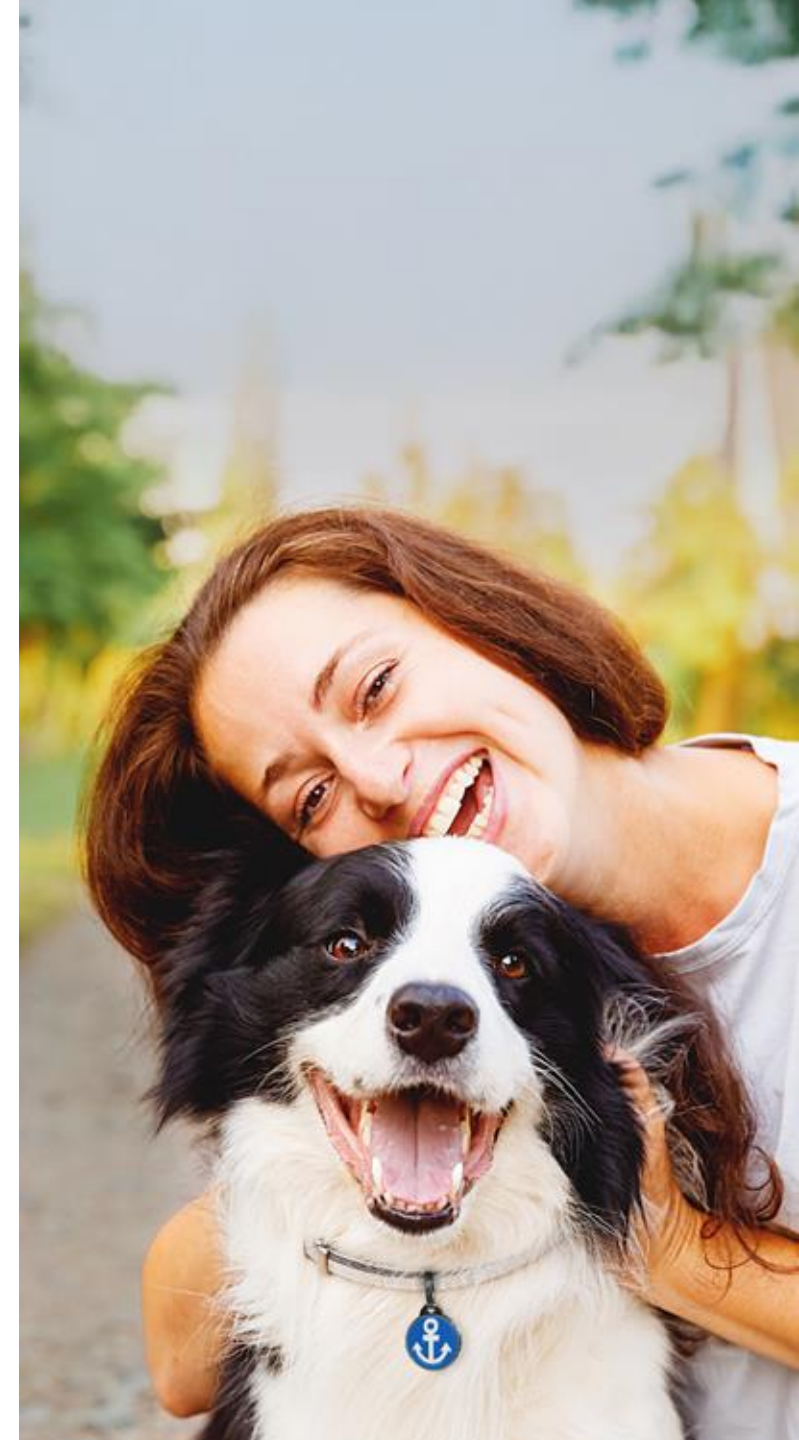


Monitoring

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.

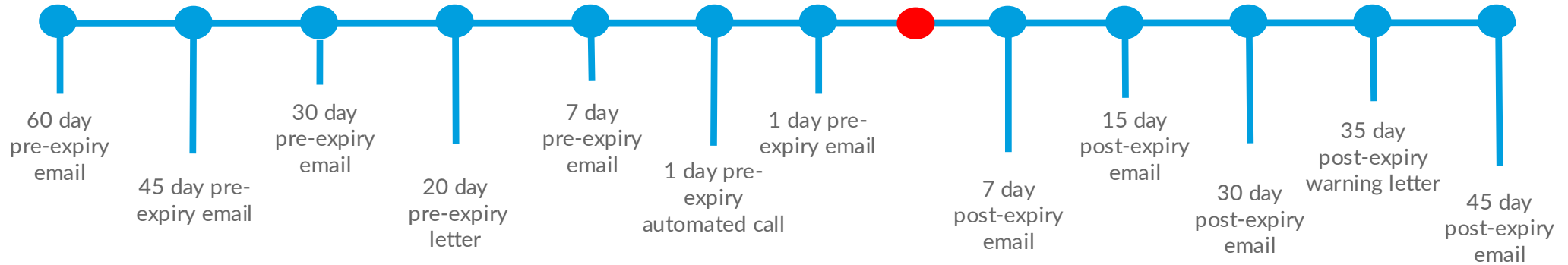
Further, we have a manual auditing process in place that we use to check that settings, sendings and content are accurate.



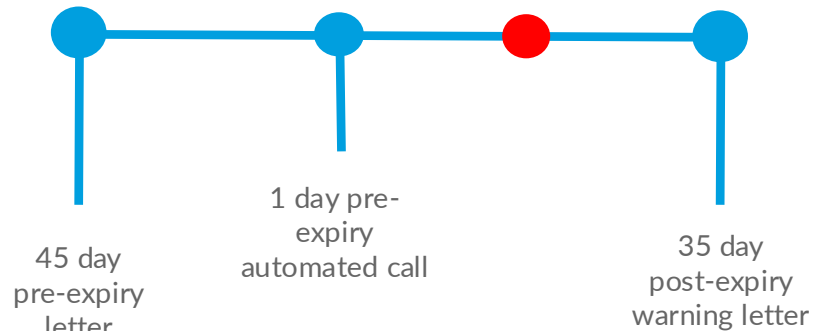


Renewal Communications Flow

Standard Renewal Communications Flighting with Email on File:



Standard Renewal Communications Flighting 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 their pet's license is up for renewal, is in need of new rabies documentation, or has since expired and needs to be renewed.

Each letter is accompanied with renewal instructions based on the pet owners profile. Users 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.
- **Any text customized in Block 1 will override the system's automatic insertion of the pet's name.**

Need Guidance? Reach out to your Relationship 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:

PET OWNER NAME HERE 83698257 76768546 78
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 license 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
425 Glenwood St
Waterloo IA 50703

Chris Martin
2 Saratoga Dr
Waterloo IA 50702
US

86628828 888622 156

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.

QR CODE

1. 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.
2. Once logged in, you'll be directed to **License Now** - click the button to proceed.
3. 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.
4. On the **Review Pet Details** page, verify your pet's information. Click **Edit** if updates are required.
5. 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.
6. 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: 86628828)

Pet Owner Name	Phone Number	Account Number
Chris Martin	50702	866288 0

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

About Your Pets

Pet Name	License Expiration	Tag Size	License Fee
1. Sally (ID: N4CQS 92)	☐ I no longer have this pet	☐ No new tag ☐ Small - 3.5" ☐ Large - 3.25"	\$15.00

License: Altered Dog (1 Year): \$15.00
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 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 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

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 UAGL72

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

Christina Kane
9 Hammond Ave
Waterloo IA 5070
US

8675148 888622 156

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

1. 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.
2. 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**.
3. Enter your email address and create a safe and secure password in order to create your account. Click **Continue**.
4. Click the **License Now** button to proceed.
5. 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.
6. 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.
7. 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.
8. 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: 867514813)

Pet Owner Name	Owner Date of Birth	Phone (optional)	Account Number
Christina Kane	MM/DD/YYYY	507 189227	86 51489
Email (recommended)	ZIP code	Online Access Code	
	5070	7 UAGL72	

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

About Your Pets

1. Hulk Hogan (ID: N4CAIB 1) ☐ I no longer have this pet

License: Altered Cat (1 Year): \$15.00
Note: If this is incorrect, please go online to update pet details.

Tag type: ☐ 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 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.



Warning Letter Example Online User

84527-834527-834527

 1247 Century Ct
Santa Rosa CA 95403

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.

1. 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.
2. Once logged in, you'll be directed to **License Now** - click the button to proceed.
3. 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.
4. On the **Review Pet Details** page, verify your pet's information. Click **Edit** if updates are required.
5. 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.
6. 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.

QR CODE



About You (Pet Owner ID: 834527-3)

Pet Owner Name Sarah Anderson	Phone (Required) 9547	Account Number 834527-3
Email (Recommended) juliana@sonomacounty.docupet.com	ZIP Code 95403	Online Access Code 77FDC4 10K

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)	☐ I no longer have this pet	License Expiration
License: Unaltered 1 Year: \$20.00 Additional Fee: Late Fee: \$9.00 Note: If this is incorrect, please go online to update pet details.	Tag Size ☐ No new tag ☐ Small - .80" ☐ Large - 1.25"	License Fee: \$29.00

+ 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"



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

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 Offline User

8674154 000621 168

Des Moines Police Department
21900 11th Ave S
Des Moines WA 98198

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.

Christina Escoto
12 S 52 6th
Des Moines WA 9819
US

8674154 000621 168

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.

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QR CODE

- Scan the QR code above or visit [\[URL\].docupet.com/en_US/signup](https://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.
- 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.

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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)

For Owner Name	Owner Date of Birth	Phone (required)	Account Number
Christina Escoto	12/24/2011		8674154
Email (recommended)		ZIP code	Online Access Code
		9819	4VM73 J7

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

About Your Pets

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

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

Tag size:
☐ Small - .86"
☐ 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"

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.



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 an 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



Rabies Renewal Templates

Some communities - such as yours - need pet owners to keep an active rabies vaccination certificate on file. This means that in the case where a pet's rabies vaccination expires before their license they need to be sent unique communications advising pet owner that they need to take action and upload a new rabies document to ensure the pet's current license does not expire before fulfilling it's term.

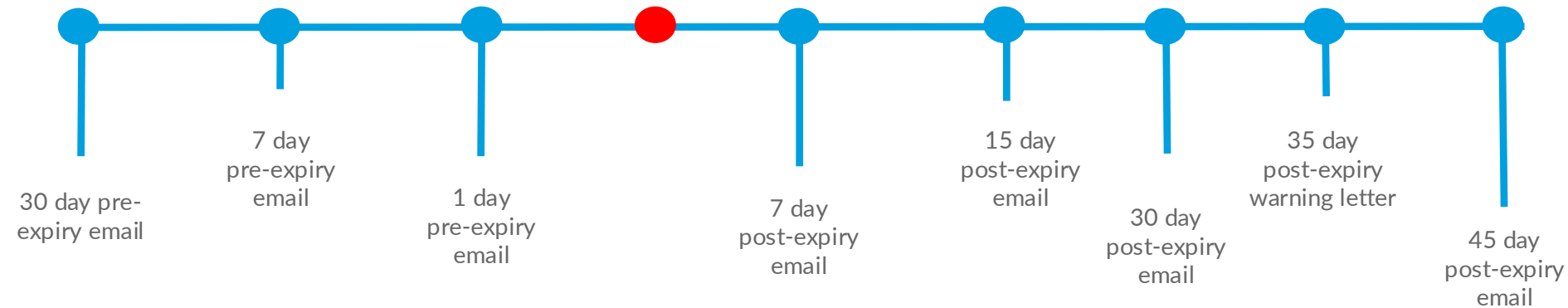
- If a pet's license expires due to the rabies documentation not being renewed the pet owner will begin to receive the standard warning emails/letters depending on if they have a valid email on file.





Temp/Extendable Communications Flow

Standard Temporary and Extendable License Communications Flying With Email on File:



Standard Temporary and Extendable License Communications Flying With NO Email on File:





Extension Email Example Online User



New Rabies Documentation Required

Hi Tim,

Our records show that the pet license for Nova is eligible for an extension.

To get an extension please provide an updated rabies vaccination certificate before the license expiration date. Failure to provide this documentation in time will result in the license expiring and you will then be required to purchase a new full-price license. **No payment is required at this time.**

Current Rabies Documentation

Nova

Rabies Vaccination Expiration Date
Apr 25, 2026

Max. Extension Date
May 31, 2028

[Upload Now](#)

Do you no longer have Nova? Click [here](#) to report this.

Have you moved? [Click here](#) to update your address on file.

Please note that Ventura County Animal Services's licensing program operates on a 365 day cycle, contingent on a valid rabies vaccination. This means that all licenses expire on exactly the day they were purchased, depending on the term of the license purchased, or on the date of rabies vaccination expiration, whichever comes first.

How to Upload Documentation

It's easy to upload your pet's required documentation. If you have a digital copy from your vet, you can simply upload that file. If you have a paper copy, you can scan or photograph it and upload that.

Please be sure that the information on the document is clearly legible or it may be rejected.

Once the proof is reviewed, if approved, the license expiration date will be extended to the rabies vaccination expiration date on file, or the end of the purchased license term, whichever comes first. If the document(s) you provide is/are rejected, you will be notified via email and asked to provide a new document.

To upload your document:

- Log in to your DocuPet account.
- Visit vcas.docupet.com/login on your mobile device or desktop.
- Select your pet's name under the "My Pets" section
- Under the "Licensing" heading, click on "Upload New Document" for the document(s) that need to be uploaded
- Select "Upload Document"
- Upload your pet's updated rabies document from your phone or computer
- Hit "Continue"

More Information



FAQ

Information about Ventura County Animal Services's pet licensing program.

[Learn More](#)



Help Desk

For questions about your DocuPet account.

[Learn More](#)

HomeSafe®
24/7 lost pet service

HomeSafe®
Information about DocuPet's
free 24/7 HomeSafe® service.
[Learn more](#)



About DocuPet

For more information about
DocuPet
[Learn more](#)



Extension Letter Example Offline User

840CE-1A1840CE1-5676-0808

 600 Aviation Dr
Camarillo CA 93010

Rebecca Ortega
962 Simon Way
Oxnard CA 93036
US

84180438 160493342 187



Action Required

Access your account:
vcas.docupet.com

You will need your online access code:
6DT2GTJLJ

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



*Spanish version will follow
Apr 5, 2026

Hi Rebecca,

Our records show that the pet license for Rufus is expiring soon and is eligible for an extension!

To get an extension please provide an updated proof of rabies vaccination **before the license expiration date**. Failure to provide this documentation in time will result in the license expiring and you will then be required to purchase a new full-price license.

Pet Name	License	License Exp.	Max. Extension Date
Rufus	Senior Altered Dog - 1 Year	May 4, 2026	May 6, 2026

Rabies Documentation Required

- As per law, all pets are required to have a valid rabies vaccination.
- If you have a rabies proof that shows a vaccination with a future expiration date, you are required to provide new documentation to your pet's profile in order to extend your license and keep it valid to the max extension date.
- As stated above, **no payment is required at this time if a new rabies proof is applied to your online account immediately.**

How to Provide Updated Documentation

Ventura County Animal Services offers online licensing options through DocuPet. Uploading new proofs via an online account is the fastest way to rectify your pet's upcoming license expiration.

Follow the steps on the next page of this letter to create your account, access your records and upload a new proof of rabies vaccination document. If you are unable to access your online account, please visit vcas.docupet.com to see in-person licensing locations where you may go to drop off your updated proof. For additional assistance with the online upload, please visit our help desk at docupetinc@zendesk.com.

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

Please let us know by following the instructions on the next page.

IF YOU HAVE INFORMED US THAT YOU HAVE MOVED OR NO LONGER HAVE YOUR PET, NO ACTION IS REQUIRED. IF YOU HAVE PROVIDED NEW DOCUMENTATION WITHIN THE LAST 10 DAYS YOU CAN CHECK ITS STATUS ONLINE VIA YOUR DOCUPET ACCOUNT.

How to set up your DocuPet account

Setting up your account and providing the required documents for your pet is easy! Just follow these steps.



- Scan the QR code above or visit vcas.docupet.com/en_US/signup on your mobile device or desktop.
- In the **Access Code** field towards the bottom of the screen, enter your unique access code: 6DT2GTJLJ and your ZIP code: 93036. Then click **Search**.
- Enter your email address and create a safe and secure password in order to create your account. Click **Continue**.
- Select your pet from the **My Pets** section from your account dashboard. Under the Required Documents section, click on **Upload** and follow the instructions.
 - *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.
- Once submitted, the certificate will be reviewed and you will be notified by email if it is approved or rejected. If it is approved, no further action will be required. If it is rejected, you will be notified by email and asked to upload another document. Be sure the certificate expiration is at least 30 days after the upload.

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**, 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.





Temporary Communications

There are some great perks to offering pet owners a temporary license option. We understand that it can take time to get a pet to the vet due to busy schedules. Offering pet owners the option to have a temporary license breaks down barriers for pet licensing now, and then have the time to get their pet vaccinated later.

For communities which offer [Temporary Licenses](#) there are additional communications which will be sent to pet owners.

These communications contain content reminding the pet owner that their pet's license is in a temporary status, as well as what document(s) are required to have the license serve it's full term. Each communication includes an introductory paragraph followed by a personalized table advising which pet(s) are needing new documentation.





Temporary Email Example Online User

Temp-Lic 30 Day Intro



Documentation Required

Hi [First Name Last Name]

This is a reminder that Tails's license is in a temporary status and you will need to provide the required documentation listed below in order to keep their license active. **No payment is required at this time.**

After the required documentation is uploaded to your pet's account and approved, their license expiry date will be extended to their license term or their vaccination expiry date, whichever comes first.

If you need to book a vaccination appointment or get a copy of Tails's proof documents, please contact your veterinarian. Remember that updated documentation must be provided or their license will expire.

Documentation Required

[Pet Name]

Current Rabies Vaccination Expiration Date on File
Jan 21, 2026

Document Required
Rabies Vaccination Proof

Maximum License Extension Date
Feb 7, 2029

[Upload New Rabies Proof for Tails](#)

Do you no longer have Tails? Click [here](#) to report this.

Temp-Lic 10 Day Intro



Documentation Required to Keep Your Pet's License Active

Hi [First Name, Last Name]

This is a second reminder that Tails's license is in a temporary status and you will need to provide the required documentation listed below in order to keep their license active. If documentation is not provided by Feb 7, 2029, the license will expire, and you will then be required to purchase a new full-price license. **No payment is required at this time.**

After the required documentation is uploaded to your pet's account and approved, their license expiry date will be extended to their license term or their vaccination expiry date, whichever comes first.

Documentation Required

[Pet Name]

Rabies Vaccination Expiration Date
Jan 21, 2026

Temporary License Expiration Date
Apr 7, 2026

Document Required
Rabies Vaccination Proof

[Upload New Rabies Proof for Tails](#)

Temp-Lic 1 Day Intro



Your Pet's License Will Expire if Documentation is Not Provided Today

Hi [First Name, Last Name]

This is a final reminder that Tails's license is in a temporary status, and you must provide the required documentation listed below immediately. Failure to provide this documentation will result in the license expiring and you will then be required to purchase a new full-price license.

After the required documentation is uploaded to your pet's account and approved, their license expiry date will be extended to their license term or their vaccination expiry date, whichever comes first.

Documentation Required

[Pet Name]

Rabies Vaccination Expiration Date
Jan 21, 2026

Temporary License Expiration Date
Apr 7, 2026

Document Required
Rabies Vaccination Proof

[Upload New Rabies Proof for \[Pet Name\]](#)



Temporary Letter Example Offline User

8200E-6411000E1 - 1402 - 00000

 14041 Elsworth St
Moreno Valley CA 92553

Action Required

Access your account:
morenovalley.docupet.com

You will need your online access code:
4 TNJ96CT

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

86954785 155066983 111

Adriana Maciel Espinoza
14 40 Blue Ribbon
Moreno Valley CA 9 555
US

December 8, 2025

Dear Adriana Maciel espinoza,

Our records show that the pet license for Blue is in a temporary status and is expiring soon. This license can be extended without payment.

To get an extension please provide an updated proof of rabies vaccination **before the license expiration date**. Failure to provide this documentation in time will result in the license expiring and you will then be required to purchase a new full-price license.

Pet Name	License	License Exp.	Max. Extension Date
Blue	Instant Exp (1 Year)	Jan 6, 2026	Nov 8, 2026

As stated above, **no payment is required at this time** if the required proof is applied to your online account immediately.

How to Provide Updated Documentation
Moreno Valley Animal Services offers online licensing options through DocuPet. Uploading new proofs via an online account is the fastest way to rectify your pet's upcoming license expiration.

Follow the steps on the reverse side of this letter to create your account, access your records and upload a new proof of rabies vaccination document. If you are unable to access your online account, please visit morenovalley.docupet.com to see in-person licensing locations where you may go to drop off your updated proof. For additional assistance with the online upload, please visit our help desk at docupetinc.zendesk.com.

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 HAVE INFORMED US THAT YOU HAVE MOVED OR NO LONGER HAVE YOUR PET, NO ACTION IS REQUIRED. IF YOU HAVE PROVIDED NEW DOCUMENTATION WITHIN THE LAST 10 DAYS YOU CAN CHECK ITS STATUS ONLINE VIA YOUR DOCUPET ACCOUNT.

How to set up your DocuPet account

Setting up your account and providing the required documents for your pet is easy! Just follow these steps.



1. Scan the QR code above or visit elkgrovecity.docupet.com/en_US/signup on your mobile device or desktop.
2. In the **Access Code** field towards the bottom of the screen, enter your unique access code: 4W3UAHWF9 and your ZIP code: 95757. Then click **Search**.
3. Enter your email address and create a safe and secure password in order to create your account. Click **Continue**.
4. Select your pet from the **My Pets** section from your account dashboard. Under the Required Documents section, click on **Upload New Rabies Proof** and follow the instructions.
 - *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.
5. Once submitted, the certificate will be reviewed and you will be notified by email if it is approved or rejected. If it is approved, no further action will be required. If it is rejected, you will be notified by email and asked to upload another document. Be sure the certificate expiration is at least 30 days after the upload.

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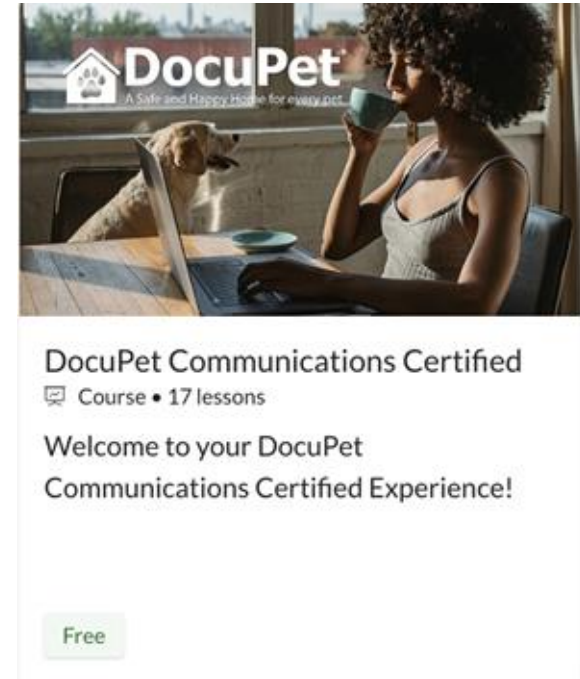




Communications Certified

- 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](#).



Course
DocuPet Communications
Certified

Enroll Now

4 Chapters 17 Lessons



Any Questions?

Contact the DocuPet Team to
find out more.

