

DocuPet's Rabies Vaccination Records Program Explained



How DocuPet can support increasing compliance rates by receiving rabies vaccination records from local veterinarians for the purpose of licensing follow up communications.



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Overview

In the event that your organization already receives or would like to receive rabies vaccination records from local veterinarians, DocuPet can assist with record creation for the purpose of licensing follow up.

Rabies vaccination record files must be provided to DocuPet via a Dropbox set up specifically for file receiving.

Once records are uploaded to Dropbox, DocuPet's Data Team will format and upload the records directly into the DocuPet system. DocuPet's proprietary data upload tool searches for duplicate records within the existing system and updates rabies information, contact information, and pet details as needed. Any net new records will be created.

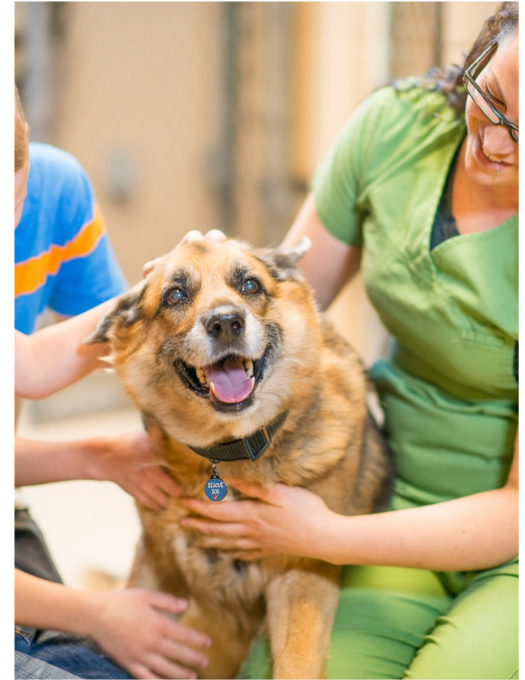


DocuPet Policies

The following policies ensure we can accurately and efficiently process the vaccination records and send reminders to Pet Owners to license their pet.

It is the responsibility of your organization to manage all communications with local veterinarians. DocuPet will not contact veterinarians directly regarding monthly submission status or compliance. However, we may provide templated supporting materials and written direction to assist with program development.

All efforts should be made to **encourage veterinarians to provide a spreadsheet version (xls or csv) of the rabies issuance report** as this drastically increases the efficiency of data processing.





DocuPet Policies

It is up to your organization to decide if they wish to compile the submissions and upload them on the veterinarians behalf or provide access to the Dropbox directly to the clinics so a member of their staff can upload them directly.

DocuPet prefers flat file spreadsheets containing one record per line but also accepts PDFs of clinic vaccination data in its original format (typically the original one-page certificates but exports of clinic information sectioned by Pet may also be acceptable).

DocuPet is not able to process handwritten rabies vaccination records or txt files. We also do not accept any mailed in records. However, if you have numerous physical records on hand, DocuPet will ask that you compile all paper records into digital certificates (PDF). From there, we will have the readable PDF file converted into the template we need in order to process the records.



DocuPet Policies

When records are submitted we request the following from your organization (and or vet clinics if they are submitting themselves):

1. Each file is grouped by vet and the vet clinic name submitting the rabies records is included
 - 1a. The date range for the records contained is included
2. Provide the rabies records in PDF, xls, or csv format (note that we do not accept txt files)
 - 2a. Templated spreadsheets must have single line entries for each record
 - 2b. PDF documents must be clear and contain all required information for a single record in
one section of the document (i.e. no single records spanning multiple pages)
3. Not to convert records prior to submission if the original versions follow our formats listed in above in #2.



The Process

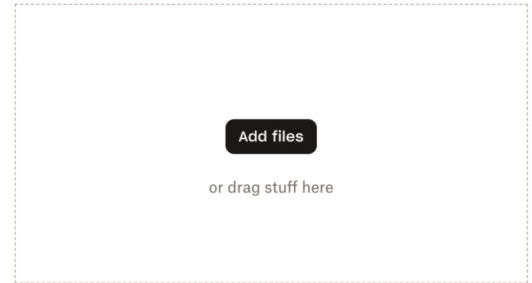
To start, we will request a confirmed list of vets from the community that submit records, along with how often they provide rabies (if they are a regular pop-up clinic that does it 4/year vs. your typical vet clinic giving rabies daily) and estimated volumes. If possible, this list should also include which software they use and their full address.

DocuPet will set up a Dropbox file receiving link and send it to your organization along with the template we ask that be used for inputting the rabies records.

Typically we request these be sent once per month within the first week of the new month. Meaning ideally November records are sent within the first week of December and so on.

DocuPet Record Submissions sent you
this request

DocuPet RVR Folder Example
DocuPet RVR Folder Example



Your files will be uploaded securely to DocuPet Record Submissions's Dropbox account. More about [file requests](#) and our [privacy policy](#).



Accepted Rabies Certificates Examples




Examples of accepted types of full rabies vaccination record submissions.



Accepted Examples

RABIES VACCINATION CERTIFICATE

		RABIES TAG # N/A
		MICROCHIP #
Owner's Name & Address [REDACTED]		TELEPHONE # [REDACTED]
Address: [REDACTED]		City, State Maricopa, AZ
		Zip: 85138
Animal Name: Tank		Weight: 22.4 pounds
		Predominant Breed: Poodle Mix
Species: Canine	Age: 2 Yrs. 11 Mos. Sex: Male	Markings:
DATE VACCINATED: 6/9/2023		
Product Name: Rabies Vaccine		
Veterinarian's Name: [REDACTED]		
Manufacturer: Zoetis		
Vaccine Serial (Lot) No 628331A		
 Veterinarian's Signature		
Address: Exceptional Pets Maricopa [REDACTED]		
NEXT VACCINATION DUE BY: 6/9/2026		



RABIES CERTIFICATE

Patient and Owner Information

Patient: [REDACTED] Owner: [REDACTED]
 Breed: American Pit Bull Terrier (canine) Address: [REDACTED]
 Sex: Male (intact) Phone: [REDACTED]
 Color: Black - White Email: [REDACTED]
 Age: 6 Months 3 Weeks
 Birthdate: Apr 17, 2019
 Weight: 53.7 lbs
 Chip:

Rabies Information

Tag Number: [REDACTED]
 Product: Rabies Vaccine 1 Year
 Date Given: Sep 14, 2019
 Date Due: Sep 14, 2020
 Lot: 22095; MER; Expires Jan 23, 2021

Veterinarian Information

Signature:
 Name: [REDACTED]
 License: [REDACTED]
 Date: Nov 13, 2019



Accepted Examples

Tassajara Veterinary Clinic
[Redacted]

Rabies Certificate

Client ID: 5918	Patient ID: 23782
Client Name: [Redacted]	Patient Name: Oliver
Address: [Redacted]	Species: Canine
San Ramon, CA 94582	Breed: Shepherd, Australian
Phone: [Redacted]	Sex: Neutered Male
	Color: Red Merle
	Markings:
	Birthday: 01/08/2016
	Weight: 76.20 pounds on 10/5/2022
	Microchip ID: [Redacted]

Tag Number: 0	Vaccination Date: 5/31/2023
Lot Number: 18567	Expiration Date: 5/31/2026
Imrab 3TF	
Producer: Merial	
K / MLV / R: Killed Virus	

Staff Name: [Redacted]
License Number: [Redacted]

CERTIFICATE OF VACCINATION

License: License: [Redacted]
Date of Licensing: 01-02-20

VETERINARY CLINIC [Redacted]	OWNER OF ANIMAL [Redacted] [Redacted] [Redacted] County: [Redacted]
--	--

This is to certify...

THAT I HAVE VACCINATED AGAINST RABIES THE ANIMAL DESCRIBED BELOW.
Patient information...

PATIENT: [Redacted]	TAG NO: [Redacted]
SPECIES: Canine	WEIGHT: 21.00
SEX: N	AGE: 4 years
MICROCHIP:	

MFG By: MERCK SER.NO: 338150B ADM: <vacc-adm> LOT EXP: 18Aug20

Signed _____ License: _____

Vaccinations Done:

12-27-19	EM Bordatella(Kennel cough)
12-26-20	EM
12-27-19	K9 Influenza Vaccine Annual
12-26-20	EM
12-27-19	Rabies Canine, 3 yr. K-9 vacc
12-26-22	EM
12-27-19	License Coll. Co. Altd 3 yr, #024693-19
01-30-19	*** Leptospirosis annual
02-05-18	*** DHPP 3 yr Vaccine 02-04-21



Accepted Examples



Tender Hearts
ANIMAL HOSPITAL

TENDER HEARTS ANIMAL HOSPITAL



RABIES CERTIFICATE

Patient and Owner Information



Pet Photo

Patient:	██████████	Owner:	██████████
Breed:	Domestic Longhair (DLH) (feline)	Address:	██████████ ██████████ ██████████
Sex:	Male (neutered)	Phone:	██████████
Color:	Orange and White	Email:	██████████
Age:	1 Year 9 Months		
Birthdate:	Jun 27, 2018 (est.)		
Weight:	10.6 lbs		
Chip:	██████████		

Rabies Information

Tag Number: ██████████

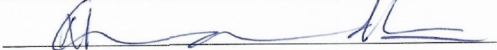
Product: Rabies Vaccine FELINE 1 Year

Date Given: Mar 30, 2020

Date Due: Mar 30, 2021

Lot: 393840; Merck Animal Health (Nobivac); Expires Jan 26, 2021

Veterinarian Information

Signature: 

Name: ██████████

License: ██████████

Date: Mar 30, 2020

CERTIFICATE OF VACCINATION

Date of Rabies Vaccination: 01-05-24
Next Rabies Vaccination On: 01-04-27

Certificate No.
Previous Rabies Vaccination:

VETERINARY CLINIC
Montecito Pet Hospital

OWNER OF ANIMAL



This is to certify...
THAT I HAVE VACCINATED THE ANIMAL DESCRIBED BELOW AGAINST RABIES.

Patient information...

PATIENT: Thor
SPECIES: Canine
SEX: Neutered Male
WEIGHT: 34.90
MICROCHIP:

TAG NO: 866757
BREED: French Bulldog
AGE: 4Y
COLOR: Brindle

MFG BY: BI SER.NO: 18584A LOT EXP: 08MAR25 ADM: SQ

Signed _____



Other Vaccinations...

05-16-24	Senior Profile
05-15-24	Bordetella SQ Ann w/ Bord Inj
05-16-24	4DX Tick Screen - in house
01-04-27	Rabies Vacc 3 Years- Canine
01-04-25	Annual Wellness Exam



Accepted Examples



Concierge Veterinary Hospital Of Naples

[Redacted]

[Redacted]

Rabies Certificate 22-Jun 2020

Client ID: 5456

Client Name: [Redacted]

Address: [Redacted]

[Redacted]

Phone: [Redacted]

Patient ID: [Redacted]

Patient Name: [Redacted]

Species: Canine (Dog)

Breed: English Bulldog

Sex: Male Y

Color: White & Brown

Birthday: 2018-04-03

Weight: 53 lb

Batch Number: 18409 Vaccination Date: 28-Jun 2019

Rabies Vaccination: Imrab Vaccination Due Date: 28-Jun 2022

Manufacturer: Boehringer Ingelheim Vet Vaccination Expiration Date: 06-Dec 2020

K / MLV / R: KILLED

Veterinarian: [Redacted]

License Number: [Redacted]

MULLER VETERINARY HOSPITAL

[Redacted]

Client : [Redacted]

Concord, CA 94518

Phone : () -

Patient : Olive

Species : Canine

Sex : FS

Microchip [Redacted]

DOB : 04/26/2022

Acct No. : 10161 E

Breed : Pomeranian Mix

Color :

RABIES VACCINATION INFORMATION

Rabies Imrab 3 TF

Date Vaccinated 08/14/2023

Serial No. 18574

Vaccine Type Killed

Tag No. [Redacted]

Expires 08/13/2026

Producer Boehringer Ingelheim

I hereby certify that I have vaccinated this animal in accordance with the company's recommendation for the vaccine used on the above date.

[Redacted]

To license your pet with Contra Costa County Animal Services, please go to https://ccas.docupet.com/en_US/licensing



Rejected Rabies Certificates Examples



Examples of rejected types of rabies vaccination record submissions. Rejected files types include Invoices, Medical Histories, Care/Visit Logs, License Records, and Multi-Line CSV.



Humane Society of San Bernardino
Valley
03/12/2024

RABIES TAG REPORT

TAG NO. GIVEN	CLIENT NUMBER	NAME	PHONE NUMBER	PET NAME	SPECIES	COLOR
133387				Bosco	Chihuahua	Tan
249319				Milo	Bull Terrier X	White
39826				Blue	Husky	Tan
39826				Buc-ee	Husky	Black / White
39826				Hannah	Husky	Black / White
232461				Pickles	Mixed Breed Small	White / Black
250893				Vicky	Pit Bull X	Tan / White
128293				Cosette	Pomeranian X	Blonde
240928				Onyx	Labrador Retriever X	Black
249162				Daisy	Shih Tzu X	White

Rejected Examples

INVOICE

Concord Veterinary Clinic



Printed: 06-03-24 at 11:19a
Date: 06-03-24
Account: 3081
Invoice: 6886

Date	For	Qty	Description	Net Price
Services				
02-17-24		1	COMMUNICATION	0.00
05-29-24		1	COMMUNICATION	0.00
Services				
06-03-24		1	Bravecto 9.9-22 lbs #2829	65.00
06-03-24		1	Medical Waste	5.00
06-03-24		1	Anal Gland Expression	30.00
06-03-24		1	Bordetella Vaccination Intranasal 1 Yr	40.00
06-03-24		1	DHPP Vaccination 1 Year	30.00
06-03-24		1	Rabies Canine 3 Year Vaccination	45.00
06-03-24		1	Recheck Exam	35.00
Total charges, this invoice...				250.00
Your old balance...				0.00
Total payment(s) received...				250.00
06-03-24 Debit payment				250.00
Your new balance...				0.00

Reminders for: April (Weight: 12.4 lbs - 15m)	Last done
06-03-27 Rabies Canine 3 Year Vaccinati	06-03-24
06-03-25 Bordetella Vaccination Intrana	06-03-24



Rejected Examples

Date: 06-15-24

Concord Veterinary Clinic
Has had this code in this date range

Page: 1

Doctor ID	Account	Full Name	Name	Date	Code	Description	Quantity	Amount
***	3501	[REDACTED]	Puige Daddy	07-01-23	7944	Rabies Canine 3 Year Vaccination	1.00	0.00
***	3571	[REDACTED]	Dugan	09-12-23	7944	Rabies Canine 3 Year Vaccination	1.00	0.00
***	3456	[REDACTED]	Samantha	10-14-23	7944	Rabies Canine 3 Year Vaccination	1.00	0.00
***	3458	[REDACTED]	Katja	01-27-24	7944	Rabies Canine 3 Year Vaccination	1.00	0.00
***	3580	[REDACTED]	Dash	01-29-24	7944	Rabies Canine 3 Year Vaccination	1.00	0.00
***	3333	[REDACTED]	Button	05-06-24	7944	Rabies Canine 3 Year Vaccination	1.00	0.00
		Distinct: 6	Count: 6			Sum: 6.00	Sum: 0.00	
GG	2080	[REDACTED]	Basil	07-04-23	7944	Rabies Canine 3 Year Vaccination, #100	35.00	35.00
GG	2276	[REDACTED]	Rusty	07-04-23	7944	Rabies Canine 3 Year Vaccination, #100	35.00	35.00
GG	1861	[REDACTED]	Luna	08-15-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00
GG	2385	[REDACTED]	Daphne	08-18-23	7944	Rabies Canine 3 Year Vaccination	1.00	40.00
GG	228	[REDACTED]	Suki	08-22-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00
GG	1869	[REDACTED]	Skye	09-05-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00
GG	1934	[REDACTED]	Coco	09-12-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00
GG	619	[REDACTED]	Barlo	10-03-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00
GG	3178	[REDACTED]	Maverick	10-10-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00
GG	3178	[REDACTED]	Mazzie	10-10-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00
GG	3178	[REDACTED]	Scary	10-10-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00
GG	3325	[REDACTED]	Zoie Mae	12-12-23	7944	Rabies Canine 3 Year Vaccination	1.00	40.00
GG	3424	[REDACTED]	Nugget	01-30-24	7944	Rabies Canine 3 Year Vaccination, #100	45.00	45.00
GG	2366	[REDACTED]	Toby	02-06-24	7944	Rabies Canine 3 Year Vaccination, #100	45.00	45.00
GG	2503	[REDACTED]	Nami	02-27-24	7944	Rabies Canine 3 Year Vaccination, #100	45.00	45.00
GG	3468	[REDACTED]	Holmes	03-05-24	7944	Rabies Canine 3 Year Vaccination, #100	45.00	45.00
GG	1978	[REDACTED]	Bobby	03-12-24	7944	Rabies Canine 3 Year Vaccination, #100	45.00	45.00
GG	1379	[REDACTED]	Luna	03-26-24	7944	Rabies Canine 3 Year Vaccination, #100	45.00	45.00
GG	987	[REDACTED]	Teddy	03-26-24	7944	Rabies Canine 3 Year Vaccination, #100	45.00	45.00
GG	2022	[REDACTED]	Amun-ra	05-07-24	7944	Rabies Canine 3 Year Vaccination, #100	45.00	45.00
GG	1641	[REDACTED]	Carnel	05-07-24	7944	Rabies Canine 3 Year Vaccination, #100	45.00	45.00
		Distinct: 19	Count: 21			Sum: 21.00	Sum: 835.00	
HC	2828	[REDACTED]	Kokita	07-01-23	7944	Rabies Canine 3 Year Vaccination, #100	35.00	35.00
HC	2828	[REDACTED]	Kika	07-01-23	7944	Rabies Canine 3 Year Vaccination, #100	35.00	35.00
HC	1150	[REDACTED]	Coco	07-14-23	7944	Rabies Canine 3 Year Vaccination, #100	35.00	35.00
HC	1983	[REDACTED]	Ripp	07-20-23	7944	Rabies Canine 3 Year Vaccination, #100	35.00	35.00
HC	584	[REDACTED]	Leyla	07-27-23	7944	Rabies Canine 3 Year Vaccination, #100	35.00	35.00
HC	2999	[REDACTED]	Roxy	08-03-23	7944	Rabies Canine 3 Year Vaccination, #100	35.00	35.00
HC	2977	[REDACTED]	Luna	08-05-23	7944	Rabies Canine 3 Year Vaccination, #100	35.00	35.00
HC	2977	[REDACTED]	Beanie	08-05-23	7944	Rabies Canine 3 Year Vaccination, #100	35.00	35.00
HC	332	[REDACTED]	Riley	08-10-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00
HC	452	[REDACTED]	Baxton	08-10-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00
HC	2514	[REDACTED]	Bailey	08-14-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00
HC	1517	[REDACTED]	Kobe	08-18-23	7944	Rabies Canine 3 Year Vaccination	1.00	35.00



Certificate of Rabies Vaccination

Date of Rabies Vaccination: 07-09-2024
 Next Rabies Vaccination On: 07-09-2027
 Product Name: Imrab 3TF, Rabies Vaccination - 3 Years (Canine)
 Producer: B.I. Animal Health

Tag Number: 240349
 Batch Number: 18605
 Batch Expiration: 10-04-2025

VETERINARY CLINIC

HK Animal Hospital

OWNER OF ANIMAL

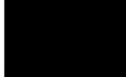


THIS IS TO CERTIFY THAT HK Animal Hospital HAS VACCINATED AGAINST RABIES FOR THE ANIMAL DESCRIBED BELOW.

PATIENT: Duffy
 SPECIES: Canine
 BREED: Pit Bull
 COLOR: Brindle

SEX: Male Neutered
 WEIGHT: 102.4 lbs
 AGE: 8 years 3 months 25 days
 MICROCHIP:

Signed:



Missing/Incomplete
Contact Information

Poor Quality Scans



The Process

When our Data Team receives records via Dropbox, we assess, clean and prepare them for uploading.

- If the record is a large PDF file we forward it to our third-party OCR software provider for formatting. This process typically takes 7 to 15 business days before the file is returned into a file we can upload into our system.
- Any records that cannot be processed will be rejected. Docupet will provide an explanation for rejection along with guidance on how to correct the issues for successful processing.

CONTINUED...





The Process

Once the records are properly formatted, they are uploaded. During the upload process, the system checks to see if there is already an existing account on file:

- If yes, selects the pet profile to update with the new rabies expiration date
- If no, a new profile for the pet owner and pet is created

DocuPet will then run a report to check for duplicates and manually resolve any that are clearly defined duplicates that could result from misspelling of names and minor address formatting issues.





RVR Communications and Reporting



A review of the letter that can be sent with the RVR program and the program reporting available.

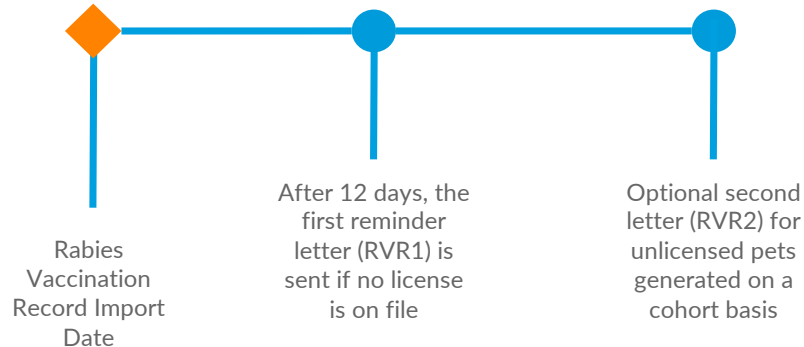


Communications

Twelve days after a record is added to the system, if a pet's license is still not on file, a reminder letter can be generated and sent to the pet owner. The letter will feature your organization's logo and return address, and will serve as a reminder of the importance of licensing their pet.

- For privacy reasons, we cannot send email communications as part of the RVR program.
- Refer to your contract for associated letter mailing costs.

Rabies Notice to License Flighting:





Communications

For our current DocuPet partners that submit rabies records on a regular basis, we tend to see conversion rates between 15-20% after the first letter is sent reminding pet owners to license their pet.

A second "Notice to License" letter, referred to as RVR2, can also be sent. This second notice typically boosts conversion rates by 8-12%, with an average ROI of 70% or higher.

Spanish bilingual letter communications are also available for this program, which can increase the conversion further.

Our Licensing Performance Team will monitor the effectiveness of the first letter and collaborate with your organization to provide more accurate expectations for ROI and conversion rates.

RVR - Notice to License Letter - First Page/Sheet 1

YOUR LOGO HERE **YOUR ORGANIZATIONS ADDRESS HERE**

Action Required

License online here:
[ORG NAME].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 83690257 76769546 78
Pet Owner Address Here

DATE

Dear PET OWNER NAME,

We have record of your pet's recent rabies vaccination, but do not have a license on file for the following pet.

Pet Name	License	Rabies Exp.
• Dog - [PET NAME]	\$30.00	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 register your pet's license. 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.

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. Intro noting we received record of their pets rabies vaccination record.

Database driven fee table showing the applicable license rate based on the pet information that was provided on the rabies record.

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. Anything in this block is customizable including the the header. If nothing is added to this section it will not populate on the letter.

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.



Rabies Notice to License Letter Online User

82200-184182004, 1-1442-9889



171 Bel Marin Keys Blvd
Novato CA 94949

Samuel Landeros
1 4 Almonte
Mill Valley CA 9 941
US

85788741 155197191 124



Action Required

License online here:
marinhumane.docupet.com

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



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

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

December 9, 2025

Dear Samuel Landeros,

We have record of your pet's recent rabies vaccination, but do not have a license on file for the following pet.

Pet Name	License	License Fee	License Exp.	Proofs
Scout	Altered Dog (1 Year)	\$20.00	Unlicensed	Rabies Vx exp. Jun 10, 2028

Licensing Requirements in Marin County

- Licenses are required for all dogs over 4 months of age.
- A spay/neuter certificate is required to qualify for the discounted rate.
- Senior rates apply to those who are 62 years of age or older.

License Online with DocuPet

Marin Humane has partnered with DocuPet to provide online licensing. **Follow the easy steps on the reverse side of this letter to access your record and register 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 marinhumane.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 LICENSED THE ABOVE PET 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 marinhumane.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.

*If you have forgotten your login information, select **Forgot Password**. DocuPet will email you a link to reset your password so you can access your account.*

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.
 - 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.*
5. Now it's time to view your license tag options for your pet. First time licensees will receive a Marin Humane 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.
 - Marin Humane 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, 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.





Rabies Notice to License Letter Offline User

82202L-841182202L1--1442-9889



171 Bel Marin Keys Blvd
Novato CA 94949

Jan Kowleski
4 Monte Vista
Larkspur CA 9 939
US

87066925 155197700 124



December 9, 2025

Dear Jan Kowleski,

We have record of your pet's recent rabies vaccination, but do not have a license on file for the following pet.

Pet Name	License	License Fee	License Exp.	Proofs
Lena	Altered Dog (1 Year)	\$20.00	Unlicensed	Rabies Vx exp. Oct 24, 2028

Licensing Requirements in Marin County

- Licenses are required for all dogs over 4 months of age.
- A spay/neuter certificate is required to qualify for the discounted rate.
- Senior rates apply to those who are 62 years of age or older.

License Online with DocuPet

Marin Humane has partnered with DocuPet to provide online licensing. **Follow the easy steps on the reverse side of this letter to access your record and register 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 marinhumane.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 LICENSED THE ABOVE PET WITHIN THE LAST 10 DAYS, OR HAVE INFORMED US THAT YOU HAVE MOVED OR NO LONGER HAVE YOUR PET, NO ACTION IS REQUIRED.

Action Required

License online here:
marinhumane.docupet.com

You will need your online access code:
2 HNGYFXT



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

How to set up your DocuPet account

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



- Scan the QR code above or visit marinhumane.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: 2 HNGYFXT and your ZIP code: 9 939. 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.
 - 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
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Vet Compliance & Reporting

DocuPet will provide a custom monthly report to your reporting Dropbox to track vet submissions and compliance. The report will include the following information for each vet clinic that submits for the previous month:

- Number of records imported
- Number of pets added or updated
- Number of pet owners
- Number of pets licensed 10, 20, 30, 40, 50 and 60 days from rabies upload date

	A	B	C	D	E	F	G	H	I	J	K	L
1	Number of Pets Licensed within 60 Days of upload	Number of Pets Licensed within 50 Days of upload	Number of Pets Licensed within 40 Days of upload	Number of Pets Licensed within 30 Days of upload	Number of Pets Licensed within 20 Days of upload	Number of Pets Licensed within 10 Days of upload	Number of Pet Owners	Number of Pets	Number of Records Imported	Vet Name	Jurisdiction Name	Organization



¡listo para empezar!

Contact your Partner Success
Manager for more information.

