

# How DocuPet's HomeSafe Program Works



How DocuPet's HomeSafe Program works and the benefits to your community.



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# Overview

HomeSafe® is a free service provided by DocuPet to all pets with a DocuPet tag. Every DocuPet tag comes engraved with a unique HomeSafe® code associated with the pet. This service is provided for all DocuPet users and it is available 24 hours a day, 7 days a week.

If a person finds a pet wearing a DocuPet tag, they can file a Pet Found Report via the DocuPet website OR they can call our HomeSafe team to report a found pet. When a pet is reported found, our HomeSafe team will reach out to the pet owner to help return the pet to its owner.

A HomeSafe® code is critical to getting pets home safely, as it allows prompt identification of the pet when they are found and helps DocuPet get in touch with the owner or other secondary contacts.





# How Does It Work?



## Unique identifying HomeSafe® code

Your pet's tag includes a unique HomeSafe® code linked to their profile. You have the option to include your personal phone number, or include our 24/7 hotline on your pet's tag. If your pet goes missing, anyone who finds your furry friend can simply look up that code and create a Found Pet Report in seconds.

## 24/7 dedicated dispatch team

Our HomeSafe® staff receives your lost pet alert, or a call to our 24/7 hotline, and gets to work on finding your pet. We collaborate with Facebook groups, local shelters and other animal services providers in the area to get the word out.

## Automatic alerts

The moment you realize your pet is missing, you can sign into your account and create a Lost Pet Report. You'll add details about where you last saw your pet and ensure all of your contact and pet information is up to date.

## Linked pet profiles

The more information in your pet's profile, the more helpful it will be in getting them home. Upload a current photo of your pet and include important details so they are easily identifiable. You get to decide when and what information is made available to anyone searching your pet's code.


## Power in numbers

In addition to our dedicated staff, your Lost Pet Report is sent to DocuPet members in your community. They'll know to be on the lookout and notify you or our HomeSafe® staff if they spot, or take in your companion.



# Creating a Lost Pet Report



**Spud**  
HomeSafe Code: N3RQGD9D

Approximate Age: 4 years  
Male Poodle (Miniature)

[Get a Designer Tag for Spud](#)

[Get a Wallet Card for Spud](#)

**Report Spud Lost**

[Remove this Pet](#)

From the Pet Owner's perspective, creating a Lost Pet Report is very user-friendly!

**Step One:** Go to the pet's profile and click on the "Report [PET NAME] Lost".

**Step Two:** You'll be prompted to update your Privacy Settings. This feature is great because as a Pet Owner, you can completely customize what information you'd like to be shared/not shared with the finder of your animal.

### Your Privacy Settings

Your Name  
Only display when a pet is lost

Email  
Never display

Phone Number(s)  
Only display when a pet is lost

Address(es)  
Only display when a pet is lost

### Your Pet's Privacy Settings

Name  
Only display when a pet is lost

Basic Information (color, breed, age)  
Only display when a pet is lost

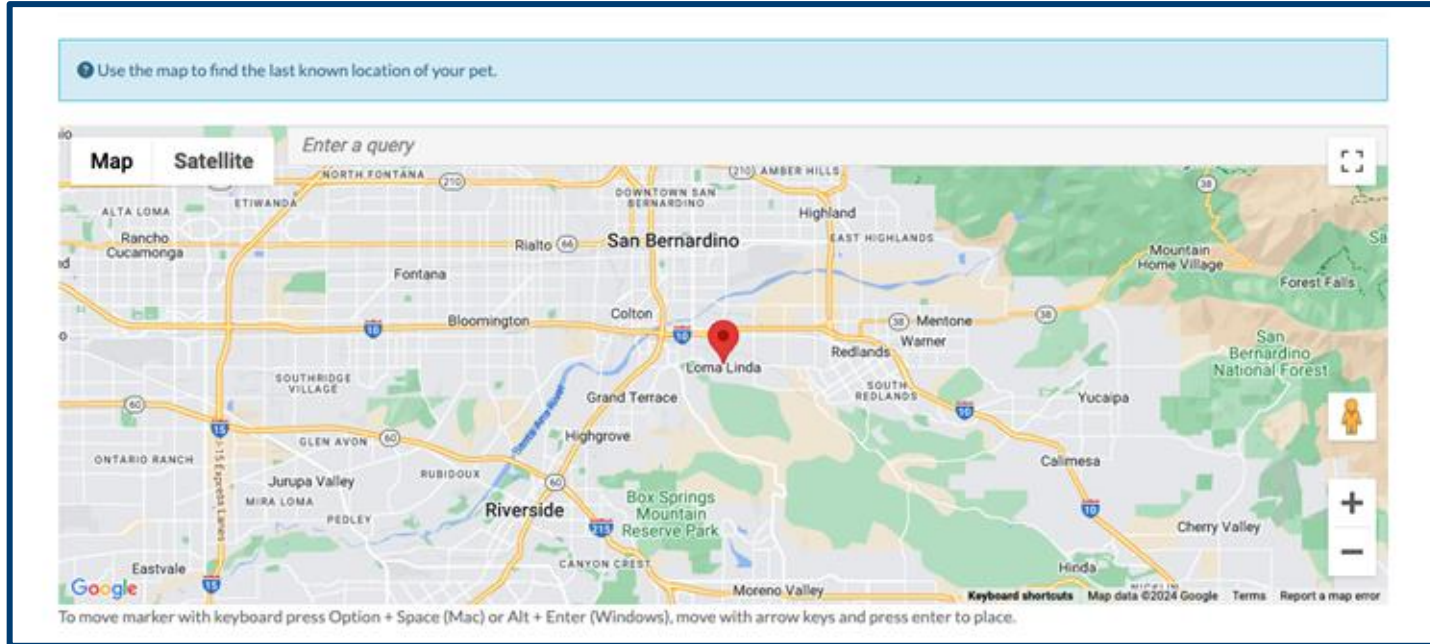
Other Profile Information  
Only display when a pet is lost

Photos  
Only display when a pet is lost

I want to receive e-mail notifications if my pet(s) are found by someone in my community.



# Creating a Lost Pet Report



**Step Three:** While using the provided map, highlight where your pet was last seen.

**Step Four:** Then you'll select how long they've been missing for and any relevant notes. There are also options to select an alternative address if necessary. And lastly, you have the ability to select whether or not they were wearing any tags to assist with identification.

**Step Five:** Before submitting the completed report, you can then decide who you would like to notify about your missing pet.

- Notify pet owners who are part of the "Lost Pet Brigade". These owners will be emailed a copy of the lost pet report.
- Add my pet to the public "Lost Pets" page.

Missing Since\*

2024-12-17 📅 07:15 AM 🕒

Notes

Owner Address and Contact

Custom address and contacts

11382 Havstad Dr Loma Linda CA 92354

Spud was wearing a collar

Spud was wearing a DocuPet tag



# Creating a Found Pet Report



## Report a found pet

Please enter the Alphanumeric Code (Tag ID) below.

If you cannot find a match, please contact our HomeSafe® Team at 1-877-239-6072 so we can help get this pet home quickly!

Search for Tag ID ex. (N1MA0ZSS)

Search

Pet owners can submit 'Lost Pet Report's through their DocuPet accounts, while members of the public can submit 'Found Pet Reports' on any DocuPet website, even if a lost pet has not been reported. No DocuPet account is required to submit a Found Pet Report, making it accessible to anyone who finds a pet.

**Step One:** Go to any DocuPet website and locate the "Report a found pet" bar directly on the homepage.

**Step Two:** You'll be prompted to Search to enter the alphanumeric code and "Fill out a Found Pet Report".

## We have found this pet's record

We found a pet record for this tag. Below is all of the information that the Pet Owner has currently made available online to those who look up the Tag ID. If you have spotted this pet or currently have this pet in your possession, please do one of the following:

- Contact the pet owner directly if their contact information is provided below.
- File a Found Pet Report by clicking the blue button below.
- You may contact our 24/7 Hotline any time at 1-855-249-1370



FILL OUT A FOUND PET REPORT

### Anonymous Pet

This pet's privacy settings have been configured not to display information on their public profile.

Tag Code

N1DZ044G

### Owner Information

Owner Information

Help



# Creating a Found Pet Report

## File a Pet Report

Please tell us about the pet you found (or saw) and how you can be reached. We will send this information to the pet owner immediately

### Who are you and how can you be reached?

First Name\*

Ciera

Last Name

Phone Number\*

1234567890

Cell Phone Number

(123) 456-7890

Email Address\*

ciera@gmail.com

### About the pet and its condition

How is the Pet doing?\*

Healthy

## About the pet and its condition

How is the Pet doing?\*

Healthy

Are there any notes you would like to share with the pet owner?

When did you find this pet?\*

2024-04-01 11:27 AM

This pet is in your possession\*

Yes

Pet's Last Known Location

By checking this box, I understand that the information above will be emailed to the pet owner. Please note that our HomeSafe™ Team will also review this message and may reach out to you for more details.

I agree to the above\*

I'm not a robot



reCAPTCHA  
Privacy - Terms

SUBMIT AND SEND TO PET OWNER

**Step Three:** Fill in as much information in the report as you can and click “**Submit Found Pet Report**” to successfully submit the report.

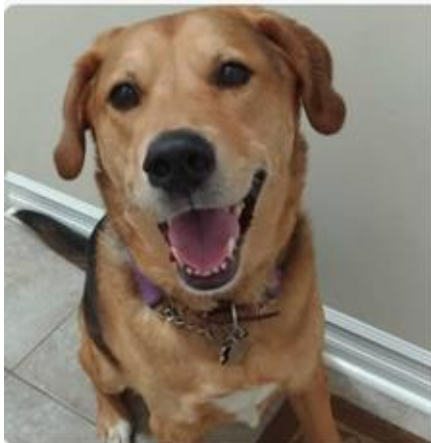
DocuPet’s staff will then be in touch with you regarding the report and will also reach out directly to the owner of the found pet!

🙌 Thank you! Your Found Pet Report has been submitted. We have sent this to the Pet Owner and have provided a copy for you via email.



## We've reunited over 7,000 lost pets with their families!

Here is one of their stories...



*"Harvey, apparently tired of lockdown, slipped out unnoticed through the open garage door. He was gone for over an hour but luckily, just as we noticed he was missing, I received a DocuPet email stating that he was found! I was able to easily contact the person who found him and picked Sir Harvey up the same day!"*

Donna - Ajax, ON



# Additional Benefits



Losing a pet is every pet owner's worst nightmare. But with DocuPet's HomeSafe Program, you're giving yourself the best possible chance to reunite with your pet quickly. Whether it's a quick escape through an open gate or a more serious situation, you can trust HomeSafe to have your back.

**It's proactive:** DocuPet's HomeSafe Program isn't just about reacting when something goes wrong. It's about preventing those terrifying "what ifs" from ever happening. With their personalized tags, recovery team, and neighbourhood alert system, you're setting yourself up for success long before your pet goes missing.

**It's convenient:** Everything is done digitally! No paperwork, no stress—just register your pet, update their profile, and you're ready to roll. And when your pet's tag jingles, you can rest easy knowing you have the ultimate safety net.

**It's community-driven:** With DocuPet's network of shelters and community members, your pet's safety is a team effort. You're not just relying on one person or one service; you're tapping into a whole community of support.



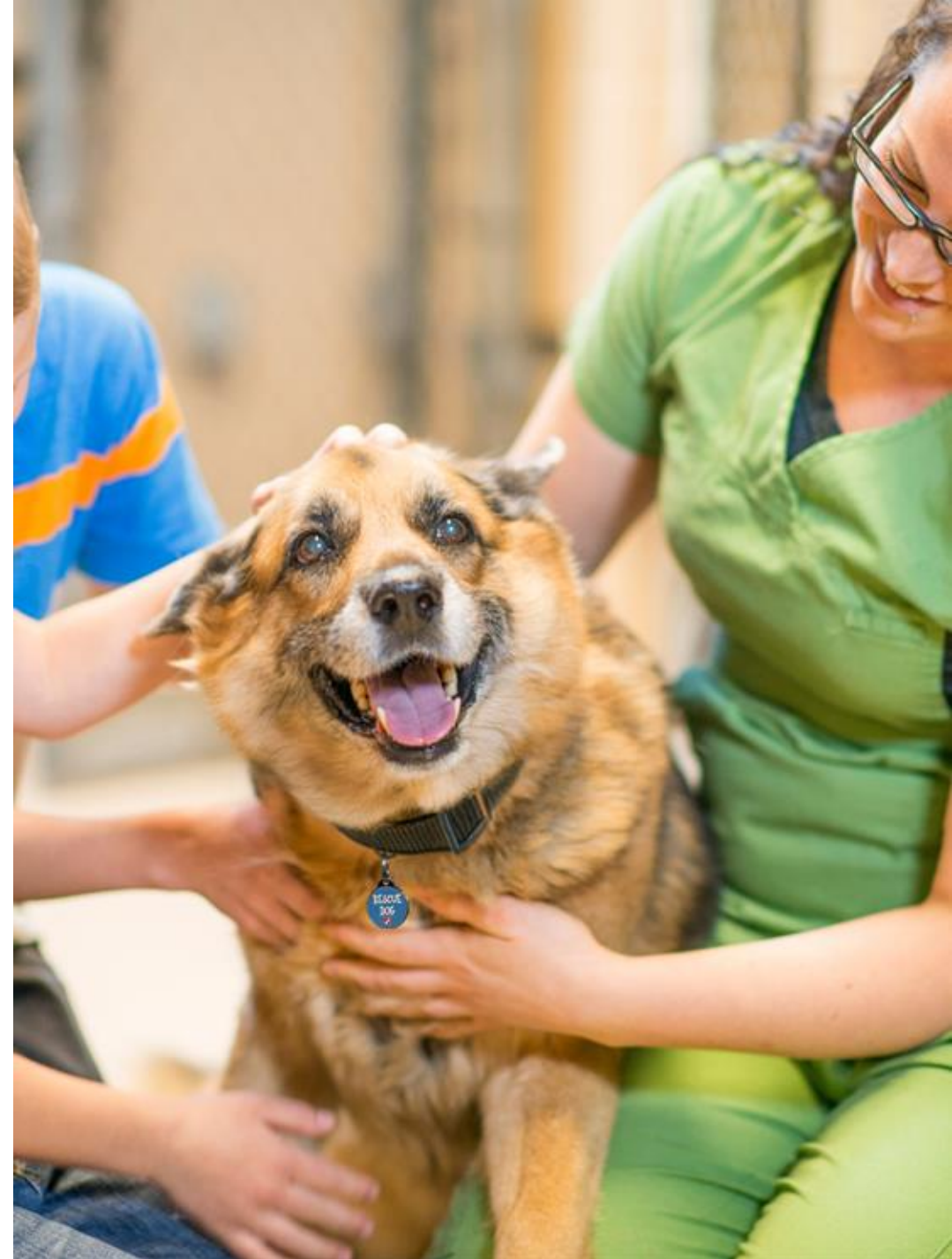
## Benefits Continued

The HomeSafe program offers a range of valuable benefits for both shelters and pet owners in your community.

**For Shelters:** Many shelter animals are often seen as "flight-risk" pets due to their past experiences. By having pet owners register their animals with DocuPet, shelters and pet owners can take advantage of the Lost Pets Brigade in the event of an accidental escape. This reduces the stress of separation for both the pet and the owner and minimizes the likelihood of the animal needing to return to the shelter.

**For Pet Owners:** Registration with DocuPet gives pet owners peace of mind, knowing they have a comprehensive support system to help recover their pet quickly when wearing their DocuPet tag.

**For Licensing Communities:** In some cases, even pets wearing older, non-DocuPet license tags can still be identified. Historical tag numbers remain searchable by administrators and our Customer Care team, helping reunite pets with their owners in cases where the tag has not yet been replaced after the transition to DocuPet. This creates a valuable transitional benefit during the switch from old to new tags, ensuring continued coverage and support for pets already in the system.





DocuPet

# Introducing HomeSafe To Your Community

## Your Pet's Ultimate Safety Net

The HomeSafe Program is all about peace of mind and convenience. Here's how it works:

**Personalized ID Tags:** Your pet's unique DocuPet tag isn't just a decoration—it's a lifeline! Each tag includes a special ID number linked to your pet's profile on the DocuPet platform. If your pet goes missing, anyone who finds them can scan the tag and instantly access their profile with all your contact information.

**Lost Pet Alerts to the Rescue:** Once you report your pet lost on the DocuPet platform, your pet's information is immediately shared with your local community, animal shelters, and even veterinary clinics. This creates a network of eyes out looking for your lost pet. The HomeSafe team will send out alerts to people in your area, dramatically increasing the chances of your pet being found quickly. It's like having a whole neighbourhood helping you search!





DocuPet

# Introducing HomeSafe To Your Community



**24/7 Pet Recovery Team:** Accidents and escapes happen at all hours of the day and night. That's why DocuPet's HomeSafe Program doesn't sleep! Whether it's 3 PM or 3 AM, the HomeSafe pet recovery team is always on call to assist with reuniting you and your pet. They'll help coordinate with local shelters, animal control, and even pet rescues to make sure your pet is back in your arms as quickly as possible. You're not alone in the search!

**Pet Profile with All the Important Details:** Every HomeSafe registration includes a detailed online profile for your pet. It's where you can store key information like your pet's medical history, allergies, favourite toys, and emergency contacts. So if your pet gets lost, the person who finds them will have all the information they need to make them feel at home again. And it's available to anyone who scans the ID tag! It's like your pet's very own emergency information hub, just a tap away.

**Added Peace of Mind with the Pet Protection Plan:** This extra layer of security gives you access to a 24/7 pet recovery service. If your pet goes missing, you'll have a dedicated team to guide you through every step of the process—ensuring that you don't have to face the situation alone. It's a real incentive to get the whole community involved in the search!



# Any Questions?

Contact the DocuPet Team to  
find out more.

