

How to Cancel a License

This function is for deceased dogs, animals that move out of state, tags that are replaced by new renewal tags, dogs that are no longer owned by the licensee, dogs that move to another license type, etc. Please note that once canceled, the license and the tag cannot be revived.

1. Go to Search/Edit license to find the license you wish to cancel

The screenshot displays the PetPoint software interface. At the top, the PetPoint logo is visible, along with navigation tabs: Intake, Outcome, Edit, Care, PPTN, Services, Schedule, Licensing, Finance, Case, Reports, Admin, and Support. The 'Licensing' tab is selected, and a dropdown menu is open, showing options: Search/Edit License (highlighted with a red circle), Search License Range, Add License, License Queue, and License Management. Below the navigation bar, there is a search bar and a table of data. The table has columns: Animal(0), Person(0), Agency(0), License(0), Ownership(0), and a green edit icon. The table is currently empty, displaying 'No items to display'.

2. Choose your search criteria: License #, Owner's info, Animal # etc, and enter your information. Then click find.

The screenshot shows the 'License' search criteria section of the PetPoint software. A red circle highlights the 'License' dropdown menu, which is open and shows options: 'License', 'Person', 'Animal', 'Last 10', and 'Online License Transaction'. Another red circle highlights the 'License #' field, which is currently empty. A third red circle highlights the 'Find' button. The 'Search Criteria' section also includes a 'Fuzzy Search' checkbox and an 'Include Related Licenses' checkbox, both of which are unchecked. The 'Clear License Search' button is also visible.

3. If your search criteria brings up multiple licenses/dogs, select the correct license by clicking the green License #.

License

Search

Search Criteria: Person Name First: Middle: Last: ☐ Fuzzy Search

License Status: -- All -- ☐ Date From: Date To:

☐ Show Only Most Recent License for Each Animal Find

License #	Animal #	Name	License Type	License Status	Status Date/Time	Issue Date	Expiry Date	Person	Group #
TEST25-023	A0057327246	Highway	Dog License	Current	11/22/2024 12:47PM	11/22/2024	12/31/2025	TEST PERSON	0
TEST25-098	A0057327048	Piggy	Dog License	Current	11/22/2024 12:36PM	11/22/2024	12/31/2025	Test person	0
TEST25-055	A0057326244	Tippsy	Service/K9/S&R License	Current	11/22/2024 11:29AM	11/22/2024	12/31/2025	Test Person	0
192900	A0057106316	Doggie Dog	Dog License	Current	10/18/2024 01:33PM	10/18/2024	12/31/2025	Test Person	0
TEST25-009	A0057096219	Doggie Dog2	Dog License	Current	10/17/2024 10:11AM	10/17/2024	12/31/2025	Test Person	0
25-001	A0056486523	Test- Lexie	Dog License	Expired	08/02/2025 01:00AM	8/2/2024	8/2/2025	TEST PERSON	0
123456	A0056486523	Test- Lexie	Kennel Inspection Verified	Expired	08/02/2025 01:00AM	8/2/2024	8/2/2025	TEST PERSON	0

1 Record Count: 7 10 / Page

4. You will land on the License Details tab. Here you will go to status and select “Cancelled” from the drop down options.

License - Edit Person: Test Person

Select	Animal #	ARN	Status	Name	Species	Breeds	License #	License Type	Status	Status Date/Time
<input checked="" type="checkbox"/>	A0057106316		Inactive	Doggie Dog	Dog	Alapaha Blue Blood Bulldog/Mix	192900	Dog License - State of Maine Dog Licensing	Current	10/18/2024 01:33:14 PM

Apply Selection 1 Record Count: 1 10 / Page

Search Person Animal Details Summary Files

☐ Batch License

License Details

Zip Code

State*

City

City Alias

Status*

Status Date/Time*

Cancel Reason

Record Owner*

Welfare Program

Reseller*

Site*

Price*

Length

Auto-Renew*

Lifetime?*

Use Ranges?

Expiration Date*

License #*

Created Date/Time

By

Last Updated Date/Time

By

5. Once “Cancelled” is selected as the status, you will select a Cancel Reason.

The screenshot shows the 'License Details' form. The 'Status' dropdown is set to 'Cancelled'. The 'Cancel Reason' dropdown menu is open, showing options: -- Select --, Deceased, Intake-Return, Intake-Surrender, Renewed & Replaced, Tag Replacement, Move out of State, No longer owned by licensee, and Payment failure. A red circle highlights the 'Cancel Reason' dropdown menu. Other fields include Zip Code (04333), State (Maine), City (Augusta), City Alias (Augusta), Status Date/Time (09/18/2025 09:53AM), License Issuer (Maine Animal Welfare Program), License Type (Dog License - State of Maine Dog L), Price (\$11.00), Length (1 year), License # (TEST 26 06), Lifetime? (checked), Use Ranges? (checked), Expiration Date (12/31/2026), Record Owner (Steciuk, Ronda), Site (State of Maine Dog Licensing), and a 'Status History' button.

6. Then scroll to the bottom of the page and hit SUBMIT LICENSE

The screenshot shows the bottom of the 'License Details' form. The 'Submit License' button is circled in red. Other buttons include 'Save Details', 'Clear', 'Duplicate License', 'Delete License', and 'Lock Record'. The 'Exemptions' section shows 'Rabies Vaccination' with 'None' selected. The 'Follow-Up' section shows 'Renewal Notice #1' with '01/30/2025' entered. The footer includes 'Home', 'Contact Us', and 'Sign Out' links.

When you go to run reminder notices, as long as you run based on EXPIRATION dates, canceled licenses will not be included.