CS-03 ISSUING A DOG LICENSE

**Purpose**

To define the process of issuing a Kent County dog license, using the Access Kent website.

**Policy**

HSWM will issue a dog license, per Kent County Animal Control’s licensing rules, to any dog who has had a rabies vaccine and is adopted to an adopter living in Kent County. Licenses can be purchased by any owner with a valid rabies certificate, for animals not adopted from HSWM.

Any dog that has received a rabies shot should get a license. (Puppies transferred from out of state have all had a rabies shot, required by law to cross state lines.)

**Staff /Areas Affected**

• Customer Service Staff

**Definitions**

**CS** – Customer Service

**Accesskent.org** – website used by KCASC for licensing

**KCAS** – Kent County Animal Shelter

**ShelterLuv** – Database used by HSWM for all tracking of customers, animals and associated service

**Responsibilities**

Customer Service is responsible for making sure this process takes place at the time of Adoption. The Kennel Manager / Director of Animal Care & Behavior have authorization to set up new uses for HSWM on the Access Kent database.

**Procedures**

1. When a dog is adopted from HSWM
* Is the dog old enough for a rabies vaccine?
* Does the Adopter live in Kent County?
* If yes to both, they must purchase a license before the dog leaves the building.
* If the dog has not yet had the rabies vaccine, licensing can be done when the animal is picked up after verification if necessary.
1. If a customer comes in to purchase a dog license for a dog not adopted from HSWM, CS staff will require the dog’s rabies certificate and owner’s driver’s license.
* The CS staff will issue the license using www.accesskent.com.
* After submitting the license, the CS staff member will print 2 copies of the receipt, one to give to customer and one to keep.
* The license will be taped to the receipt for the customer. The CS staff member will then add a receipt into ShelterLuv for the appropriate license type..
1. Entering data in Access Kent website: accesskent.com.
* Click on ‘Online Services’,
* Click ‘Doc Licensing’,
* Click on ‘Login’ link on the right.

All users must have their own log in information. This can be set up by the Shelter Manager or Director of Animal Care and Behavior.

1. The corresponding document CS-03a KCAS database Process provides step by step instructions on creating a license
2. CS staff will print 2 copies of the license. One copy is given to the adopter, and one is put in the license bin by the printer at the front desk.

**Reference Documents**

• CS-03a KCAS database Process

**Revision History**

V1 - Created 1/11/16

V2 - Revised 11/2/18

V3 – Revised 4/26/21