



# Pinellas County Animal Services Policy for License Resellers

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## 1 Contacting Pinellas County Animal Services

To contact Pinellas County Animal Services

<b>For General Inquiries, Duplicate Tag Requests by Mail</b>	Pinellas County Animal Services 12450 Ulmerton Rd Largo, FL 33774
<b>To Request Supplies by Phone</b>	727-582-2600, use Customer Service option
<b>For Account Inquiries</b>	727-582-2624
<b>To Mail License Certificates and Payments</b>	Pinellas County Animal Services PO Box 30567 Tampa, FL 33633-1053
<b>For general license information regarding a particular tag or For information about animals adopted from Animal Services</b>	727-582-2600, use Customer Service option
<b>Website</b>	<a href="http://www.pinellascounty.org/animalservices">http://www.pinellascounty.org/animalservices</a>

## 2 How to become a License Reseller

To become a License Reseller, organizations must meet the following criteria:

1. Organization must agree to and sign the license reseller agreement with the county annually,
2. Must be a veterinarian with an active license in the state of Florida or an authorized entity as defined below,
3. Rabies vaccine referenced on issued licenses must be administered by a licensed veterinarian who also signs the License & Rabies Vaccination Certificate.

Authorized Entities:

1. Veterinarian and Vet Clinics
2. Animal Establishments like Pet Stores
3. Rescue Organizations
4. Animal Humane Organizations

## 3 Responsibilities of License Resellers

As a License Reseller with Pinellas County, you will be authorized to sell county animal licenses to your clients at your facility along with their rabies vaccine. You must complete the appropriate certificate and collect the fees for the license from your client. Reseller will be accountable for license sales, renewals and issued tags and will cooperate with Pinellas County review efforts.

Furthermore, you are agreeing to comply with state and local ordinances regarding license sales and rabies vaccinations, including Pinellas County Code 14-61.

### 3.1 License Sales

1. To complete a license sale, you must complete the License and Rabies Certificate three-part form provided by Pinellas County Animal Services.
  - A. You must return the white copy to the County in the prepaid envelopes provided within 7 days.
  - B. The blue copy is for the client.
  - C. The yellow copy you keep for your facility record for a minimum of three years.
2. Please be sure certificates are filled out completely and correctly.
3. The veterinarian administering the rabies vaccine (or exemption) must sign the form or stamp it with their signature.

### 3.2 Duplicate Tags

Should your client's tag-for-life become lost or illegible, a replacement tag with the same number must be acquired for a small fee with proof of current rabies vaccination and license. This can be done:

- In person at Pinellas County Animal Services, or
- Via regular mail

Do not issue a new tag number. Please contact Animal Services if you need assistance to lookup the correct number so that you can renew their license. Please see Frequently Asked Question ***How can a client get a duplicate tag?***

(pg. 8) and ***If an owner loses their tag, can we give them a new one?*** (pg. 8) below for more details.

### 3.3 Issued Tags

The physical tags issued to license resellers are the responsibility of your organization.

- They must all be accounted for quarterly, or your organization may be charged for them.
- There is a maximum 90 days of tags that will be issued to an organization based on average sales from the prior year.
- There are no tags for renewals, therefore this 90 day amount does not include renewals. Renewing pet owners will not need tags since they were already issued a *Tag for Life* for their pet.

### 3.4 Keep Your Account Current

All license resellers must keep their account current in order to remain authorized to issue or renew licenses. Please see **Section 8 Payment Requirements** for more information on how to keep your account current.

## 4 Benefits for License Resellers

License resellers will benefit from participating in the Pinellas County Animal License Reseller program in the following ways:

1. Convenience for your clients: your clients will have the opportunity to have their pet licensed at the same time as getting their rabies and updated vaccines or when adopting.

2. Pet's Ticket Home: Licensing the family pet at the time of vaccination with your organization provides the pet with an additional tool to return home if lost and provides the client with the peace of mind that the pet is licensed appropriately with Pinellas County.
3. Your organization can donate or get reimbursed \$1 for each license issued: you can have 3 options for this \$1. The first two options allow you to designate the funds be donated to the Animal Welfare Trust Fund of Pinellas County or the Pinellas Animal Foundation. Both funds directly benefit the animals of Pinellas County. You can also choose to have us reimburse you this amount. This process is completed quarterly.
4. Free Listing of your organization on our website: as a service to all resident pet owners, we list all veterinary license resellers with their address and telephone numbers on our website.

## 5 County Responsibilities

Pinellas County will:

- Provide supplies including License certificates, Tags, and prepaid envelopes for submitting appropriate paperwork and payments.
- Provide up-to-date account information regarding licenses sold or renewed by your organization along with your financial account standing. Account statements and billing will be provided monthly and we can provide additional information to your organization on an as needed basis.
- Reconciliation of issued license tags and reimbursement for sold or renewed licenses will be completed by Pinellas County on a quarterly basis.
- Ensure compliance with program guidelines by examining records and supplies solely related to license reselling.

## 6 Obtaining Supplies

When you are ready to reorder any supplies:

1. Call our Customer Communication Center at (727) 582-2600. Please allow up to one week for delivery.
2. Please be prepared with your license reseller number and how many tags and certificates you need when you call.
3. In order to receive additional license tags, your organization's account must be current.

## 7 Reporting Requirements

License and Rabies Certificates must be returned to Pinellas County Animal Services in a timely manner.

1. License and Rabies Certificates must be returned to Pinellas County Animal Services **within 7 days of being issued**. License and Rabies Certificates should be returned in the prepaid envelopes provided to your organization.
2. License Resellers will no longer be required to submit payments with their certificates, effective October 1, 2015.
3. License Resellers still need to send a reconciliation form or batch summary with each set of License & Rabies Certificates submitted.
4. Organizations will be billed on a monthly basis based on license certificates sold and entered into our system for the prior month. Your organization will also receive a detailed listing of all certificates and payments that have been processed by Pinellas County for the prior month.

## **8 Payment Requirements**

To continue to benefit from the License Reseller Program with Pinellas County, your organization's account must remain current.

1. License Resellers will be invoiced for licenses sold on a monthly basis.
2. Invoices will reflect certificates that are keyed into our system during the billing period.
3. Payment is due upon receipt of invoice.
4. Resellers not current anytime after 30 days may have their authorization to resell licenses placed on hold until the account is brought up-to-date.

### **8.1 Past Due Accounts**

- A. Past due accounts are defined as follows:
  1. Accounts that are not paid in a timely manner.
  2. Accounts where license certificates and rabies certificates are not returned in a timely manner.
  3. Accounts that have tags that are not accounted for in a timely manner after the quarterly reconciliation.
- B. The county will notify you, the reseller, regarding past due accounts:
  1. We will send you a past due notice when your account has passed 30 days past due (after 10<sup>th</sup> of the month following when payment was originally due)
  2. Send you a second past due notice when your account has passed 60 days past due (after the 10<sup>th</sup> of the second month following when payment was originally due)
  3. After the organization's account is 90 days past due, account will be forwarded to the Pinellas County Attorney's office.
- C. Past due accounts may be placed on a hold status for all accounts at any time after 30 days not current. Hold status means the following:
  1. License Resellers cannot receive any new tags.
  2. Pinellas County may request old tags be returned.
  3. Pinellas County may revoke the organization's authorization to renew licenses.
  4. License Resellers will not receive any reimbursements for previously sold tags until account is brought current.
  5. Past due amounts may be deducted from \$1 reimbursement amounts for the License Reseller.
- D. License Resellers can return their accounts to good standing by:
  1. Paying all amounts due on the account.
  2. Submitting all sold license certificates and continuing to submit license certificates in a timely manner.
  3. Pay, return or submit sold documentation and payment for outstanding missing tags.

## **9 Quarterly Reimbursement**

Pinellas County will provide a \$1 reimbursement for each tag sold.

1. These reimbursements are processed quarterly.
2. These reimbursements can be used to offset any monies owed to Pinellas County.
3. Your organization can choose how to designate the allocation of reimbursement funds:
  - A. You can elect to donate your reimbursement to Pinellas County Animal Welfare Trust Fund.
  - B. You can elect to donate your reimbursement to Pinellas Animal Foundation.

- C. You can request that the reimbursement be sent to your organization.

## 10 Frequently Asked Questions

### ***How often must the Reseller Agreement be renewed?***

Agreement must be renewed annually, regardless of whether licenses were sold in the prior year.

### ***What is Tag for Life?***

***The county license tags are valid throughout a pet's lifetime.*** An issued licensed tag number will be the pet's permanent number, just as a Social Security number identifies a particular resident. Although a license number is permanently identified with a pet, the license expires at the date of the rabies vaccine expiration. At each subsequent re-vaccination a new license tag will **not** be issued, but renewed for either a 1 year or 3 year duration depending on the vaccine expiration.

### ***When did the Tag for Life start?***

Pinellas County began issuing *Tags for Life* in 2009.

### ***Can a client transfer a tag from one animal to another?***

No, the tag-for-life is licensed to only one animal and is not transferrable.

### ***Can I use just the organization address stamp for the License and Rabies Certificate?***

No, the License and Rabies Certificate must be signed by the veterinarian or stamped with the veterinarian's signature stamp.

### ***How long does it take to get more tags or supplies?***

Please allow up to 1 week to receive any supplies. Contact our Customer Communication Center at (727) 582-2600 to request supplies.

### ***Do I need to issue new license tags sequentially?***

It is very helpful for tracking purposes to issue tags sequentially and we request that you do this whenever possible. It is allowable to issue tags out of order, however, if you lose tags you will be charged full price for them.

### ***How does a client transfer ownership to someone else?***

All reseller organizations are authorized to change ownership information on a license certificate for an animal as long as they follow some basic guidelines. Before changing the owner on a certificate, verify ownership to a new owner by contacting the original owner to verify the ownership changed. You may also verify ownership if the new owner is in possession of all previous owner's pet records or if the new owner has a signed letter

transferring ownership. If you can verify, then you can put the new owner on the License and Rabies Certificate and check the “*Verified New Owner*” checkbox on at the bottom of the form under the Veterinarian signature line. If you have trouble verifying, you may renew the license but must list the previous owner on the certificate as the current owner. Refer client to Pinellas County Animal Services for additional assistance.

***How can a client get a duplicate tag?***

Owner sends or brings in a copy of the existing license to Pinellas County Animal Services with the fee for the duplicate tag. The vaccine and license needs to be current for owner to be able to receive a duplicate tag. Fee schedule is available by calling Animal Services or checking our website. Please see **Section 1 Contacting Pinellas County Animal Services** for address information.

***If an owner loses their tag, can we give them a new one?***

No. Owner must continue to use the Tag-for-Life issued to their pet. Please do not issue a new tag. The owner can request a duplicate tag from Pinellas County Animal Services for a nominal fee. This is a quick process as long as the vaccine and license is current.