

What is a dog licensing partner?

Partners assist the City by licensing dogs that they sell or adopt out through the NYC Online Dog Licensing system. Partners are compensated for their participation with a portion of the dog license fee.

All pet shops, animal rescue organizations, shelters and pet dealers can apply to be a dog licensing partner. Applicants must be approved by the NYC Health Department before becoming a partner.

How can my establishment or organization become a dog licensing partner?

1. Click the “Partner” tab to begin.
2. Enter all required information (shown in red and marked with an asterisk,*) in the licensing application form, create your password and answer the security questions. Click “Continue.”
3. The NYC Health Department will review your application, reach out to you to discuss enrollment, and let you know if you have been accepted. Once your organization is enrolled, you may log in with your email address and password. All partners will receive training on using the online Dog Licensing System.

What is the dashboard?

The dashboard allows partners to:

- a) View payment status for individual licenses or groups (“batches”) of licenses:
 - a. **Red:** Payment has not been submitted.
 - b. **Green:** Payment was submitted and is being processed.
 - c. **No Color:** Payment was processed; no further action is necessary.
- b) Search for any dog registered by your establishment. (Dogs that have not been processed by your organization will not show up in the search results.)
- c) View the number of licenses your establishment has issued and how much you have earned as a partner.
- d) Sort the dashboard table by selecting an option from the drop-down menu next to “Status” or choosing any of the table headings.

How do I register a new dog?

1. From the dashboard, select the “New Registration” tab at the top of the page or click “Register New Dog” on the bottom of the page. Enter the dog owner’s information on the following page.
2. If the owner already has an account in the system, once you enter their email address, a box will appear with the client’s full name, address and phone number. If the information is correct, click his or her name to open the existing account, then enter the new dog’s information. The system will **not** allow you to create a duplicate account with the same email address.

Frequently Asked Questions – Dog Licensing Partner

3. If the owner does not have an email address, click “Click here if no email ID” below the email address window. The system will generate an email address for the client. This address can only be used to log in to the dog licensing system and view license records. The owner must call 311 to request an account password.
4. Addresses are verified by Geocoding. If the address you provide does not match records, you will receive a pop-up notice that it was not recognized. Check that the address is correct and edit if needed. If the address is correct, click “Keep” to close the pop-up window. Click “Continue” on the address page to move on to the next section.
5. Once you have entered the owner’s information, go to the “Dog Description” page and enter the dog’s information. Enter the dog’s tag number at the bottom of the page and click “Save & Continue.”
6. You will be taken to the “Dog Description” page where you can add another dog, print an invoice by pressing the “Receipt” button, or continue to the payment page by selecting “Pay Now.”
7. You will be directed to a secure online payment system. You will have a few minutes to verify your personal information and enter your payment information. When ready, click “Continue.” Do not click “Continue” more than once, as this may result in multiple payments. After your payment is processed, the financial information will be deleted from the system.
8. To print the dog’s certificate for the client, click the “Print Certificate” link under the tag number. Verify that the number on the certificate matches the number of the tag given to the client.

Note: The tag number must be entered in order to print the certificate. If the tag number has not been entered, you may enter it now by editing the “Animal Detail” section of the “Dog Description” page.

How do I process a returned dog?

1. Go to the “Dog Description” page.
2. Click on edit in the “Animal Detail” section and change the status of the dog to either “Returned with tag” or “Returned without tag.” (Returned tags can be reused.)