



Pinellas County Animal Services Policy for License Resellers

Rev 11/23/2016



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1 Contacting Pinellas County Animal Services

To contact Pinellas County Animal Services

For General Inquiries, Duplicate Tag Requests by Mail	Pinellas County Animal Services 12450 Ulmerton Rd Largo, FL 33774
To Request Supplies by Phone	727-582-2600, use Customer Service option
For Account Inquiries	727-582-2624
To Mail License Certificates and Payments	Pinellas County Animal Services PO Box 30567 Tampa, FL 33630-3567
For general license information regarding a particular tag or For information about animals adopted from Animal Services	727-582-2600, use Customer Service option
Website	http://www.pinellascounty.org/animalservices

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 approved 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 30 days of issue.
 - B. Provide a copy to the client.
 - C. Keep a copy 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. Clinic stamps are not valid substitutes for Vet signature or stamp.

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. 7) and ***If an owner loses their tag, can we give them a new one?*** (pg. 7) 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 will receive an incentive for each license issued: resellers are provided a 5% discount on license fees as an incentive for selling licenses to pet owners. This discount is processed on your monthly statement.
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 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 30 days of being issued**. License and Rabies Certificates should be returned in the prepaid envelopes provided to your organization.
2. License Resellers need to send a reconciliation form with each set of License & Rabies Certificates submitted, listing each and every license submitted on the form.
3. Organizations will be billed on a monthly basis based on license certificates sold and entered into our system for the prior month. Also, upon request, your organization can 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 fees for certificates that are keyed into our system during the billing period, less the incentive discount.
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, 60, and 90 days past due
 2. 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.
- 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 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.

Does the county change license number if the owner gives the animal away to someone?

No. Please give the license tag to the new owner to help better maintain accurate records for the animal, e.g. vaccination history or previous owners.



Pinellas County Animal Services

License Reseller Online Licensing Terms of Use

User Agrees to use the Online Licensing Resources only for Authorized Use, and in no event will User engage in Unauthorized Use. User represents to County that it will not engage in any malicious use of the Online Licensing Resources, and that any systems or devices used in connection with the Online Licensing Resources will at all times be protected by anti-virus/security software with current updates installed. As a condition of use of Pinellas County's web site, the User agrees to indemnify Pinellas County, its Commissioners, officers, employees and agents against any and all liability, expenses (including attorney's fees) and damages arising out of claims resulting from User's use of this web site, including without limitation any claims alleging facts that if true would constitute a breach by User of these terms and conditions.

User acknowledges that the Online Licensing Resources are intended to be used to create, update, and transmit information to the County; the Online Licensing Resources are not intended to be relied upon by Users for any purpose. The County makes no representations or warranties, express or implied, as to the quality, content, adequacy, accuracy, completeness, suitability, or timeliness of the information. Inadvertent errors in information may occur, and Pinellas County disclaims any responsibility for typographical errors and accuracy of the information contained in the Online Licensing Resources. THE ONLINE LICENSING RESOURCES, INFORMATION, AND DATA MADE AVAILABLE THROUGH THIS AGREEMENT ARE PROVIDED "AS IS" WITHOUT WARRANTIES OF ANY KIND. PINELLAS COUNTY AND ITS AUTHORIZED AGENTS MAKE NO REPRESENTATIONS OR WARRANTIES REGARDING THE CONDITION OR FUNCTIONALITY OF THE ONLINE LICENSING RESOURCES, ITS SUITABILITY FOR USE, OR THAT THE ONLINE LICENSING RESOURCES WILL BE UNINTERRUPTED OR ERROR-FREE.

User acknowledges that no joint venture, partnership, employment or agency relationship exists between the User and the County or its authorized agents as a result of this Agreement or use of the Online Licensing Resources. User agrees not to hold himself or herself out as a representative, agent, or employee of the County and the County and its authorized agents shall not be liable for any representation, act or omission of the User.

By using the Online Licensing Resources, the User assumes all risks associated with such use, including any risk to User's computer, software or data being damaged by any virus, software, or any other file which might be transmitted or activated in connection with such use. PINELLAS COUNTY AND ITS AUTHORIZED AGENTS SHALL NOT IN ANY EVENT BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST

REVENUES, OR LOST PROFITS, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE USE OR MISUSE OF THE INFORMATION OR LACK OF INFORMATION ON THE ONLINE LICENSING RESOURCES OR WITH THE DELAY OR INABILITY TO USE THE ONLINE LICENSING RESOURCES, OR FROM ANY INFORMATION, DOCUMENTS, SERVICES, SOFTWARE, OR OTHER MATERIAL OBTAINED THROUGH THE ONLINE LICENSING RESOURCES, OR OTHERWISE ARISING OUT OF THE USE OF THE ONLINE LICENSING RESOURCES, WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, EVEN IF PINELLAS COUNTY AND/OR ANY OF ITS AUTHORIZED AGENTS, OR EMPLOYEES HAVE BEEN ADVISED OF THE POSSIBILITY OF DAMAGES. Pinellas County and its authorized agents shall not be liable for any loss or injury caused in whole, or in part, by their actions, omissions, or contingencies beyond their control, including in procuring, compiling, or delivering the information, or arising out of any errors, omissions, or inaccuracies in the information regardless of how caused, or arising out of any user's decision, or action taken or not taken in reliance upon information furnished.

If any part of this Agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitation set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the Agreement shall continue in effect.

For the purposes of this Agreement the following terms have the following meanings:

Agreement: means these Terms of Use, together with the License Reseller Agreement signed by User.

Authorized Use: means the creation of new license records for a first-time pet owner with no previous licensing records, or the entry of search terms at the request of and as provided by a Client in order to identify and access a unique record belonging to that Client for the purpose of updating information therein or adding new licensing information.

Client: a pet owner requesting license creation or information updating.

Online Licensing Resources: the licensing resources made available through the PetHealth online resources, including the information contained therein.

Unauthorized Use: means any use other than an Authorized Use, and specifically includes: accessing records other than at the direct request of a Client for the purposes of creating or updating a record; preserving, duplicating, compiling or otherwise using information contained in and obtained from the Online Licensing Resources.

User: a licensed veterinarian or staff member acting pursuant to a License Reseller Agreement.



License Reseller Agreement

Pinellas County Animal Services
12450 Ulmerton Road
Largo, FL 33774
Phone: (727) 582-2624
Fax: (727) 453-3539

Business Name		Reseller # (provided by Animal Services)	
Veterinarian Name		Vet License #	
Address	Unit#	Organization Phone	Cell Phone
City, State, Zip		Email	

As a License Reseller with Pinellas County, you will be authorized to sell county animal licenses to your clients at your organization along with their rabies vaccine. You must complete the appropriate certificate and collect the fees for the license from your client. Within 30 days of issue, you must send to Pinellas County Animal Services the following items:

1. All license certificates sold up to 30 days prior.
2. All monies, less discount defined below, for licenses sold in that time frame.
3. Completed reconciliation form with license numbers for licenses sold or renewed in prior month.
4. All rabies vaccination certificates for vaccines administered up to 30 days prior.

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

To continue to benefit from the License Reseller Program with Pinellas County, your organization's account must remain current. Resellers not current after 30 days will have their authorization to resell licenses placed on hold until the account is brought up-to-date. By signing this Agreement you agree to comply with all applicable laws, as well as the requirements stated in Pinellas County Animal Services' License Reseller Policy, the terms of this Agreement and, if applicable, the terms of use applicable to electronic licensing resources.

Pinellas County will supply license certificates, tags, and prepaid envelopes for submitting appropriate paperwork and payments. Pinellas County will provide a \$1 discount for each \$20 1 year license sold and \$2 discount for each \$40 3 year license sold. These discounts are applied on the monthly statement for all certificates processed within that month.

Please specify whether you want your organization listed on our website and whether you offer free first exam:

- ☐ Yes, Include on Website ☐ Yes, include on Website, and practice offers free 1st exam ☐ Do not list on website

I also authorize following agent to act on my behalf of my organization: _____

I agree to the terms of this Reseller Agreement.

Veterinarian, Director or Authorized Individual Signature

Date

