

DocuPet Registration Reference Guide



Pet Profiles & ID Tags

- Creating a pet profile is free for every pet owner.
- There is a fee for obtaining a pet license. The fee is based on local requirements.
- HomeSafe® ID tags are free. One per pet only.
- All DocuPet tags can be personalized for a small fee.
- Designer tag costs vary based on design and customizations.
- Pet profiles and tags cannot be created or ordered on behalf of other pet owners.



Lost Pet Recovery

- DocuPet's HomeSafe® program includes a 24/7 lost pet service with live support.
- If a pet is lost, pet owners can contact the HomeSafe® team at 1-877-239-6072 or log into their DocuPet account and submit a Lost Pet Report.
- If a pet is found by someone in the community, they can enter the tag ID code at [docupet.com](https://www.docupet.com) or call the HomeSafe® team at 1-877-239-6072.
- DocuPet tags are connected to individual pet profiles, helping to quickly identify lost pets.
- Pet owners may choose to share lost pet information and contact details with Petco Love Lost and the National Animal Shelter Network. Pet owner consent is required.
- Only DocuPet will be able to access areas of the pet profile and pet owner contact details, if the pet owner has chosen not to publicize this information.

Pet Registration vs. Pet Licensing

- Registration is the foundation of a proven recovery system that helps reunite pets and reduce shelter intake.
- Pet registration with DocuPet is free.
- Pet licensing is a fee required by community ordinances/municipal codes or other pet ownership laws.
- Registration and licensing include a unique ID tag, lost pet resources through HomeSafe; and a secure, connected profile for every pet—linking them to vital information that can be instantly accessed for quick reunification.

Registration & Enforcement

- In communities where DocuPet is the licensing provider, owners will have the option to seamlessly license their pet during registration
- DocuPet will never report a pet owner for having an unlicensed pet, even in communities where licensing is required. We are not an enforcement agency and will not penalize owners for lack of licensing.

The Microchip Challenge

Microchip numbers can be added to DocuPet's digital pet profiles as an additional level of identity and pet safety. However, microchips present various challenges for reuniting lost pets with their families.

- Once implanted, microchips can migrate to other areas of a pet's body, becoming difficult or impossible to locate with a scanner.
- Reading a microchip requires a special scanner, which means community members cannot quickly identify the owner of a lost pet.
- Microchips have multiple registries that require manual updates. Most pet owners forget to update microchip information when relocating or changing phone numbers.