

## FAQ's

### How often do I have to license my dog?

All Solano County dog owners are required to have a current license. Owners may choose between a 1, 2, or 3-year dog license depending on when the rabies vaccine expires. The license cannot exceed the rabies vaccine.

### When does my dog's license tag expire?

Your dog's license tag will expire 1, 2, or 3 years from the date of purchase, depending on how the many years you purchased. You must renew your dog's license within 30 days of expiration to avoid any late fee's.

### Where do I purchase the new tags?

License tags can be purchased at the same locations previous tags were purchased.

- Online at PetData.com
- Solano Co. Animal Shelter  
2510 Clay Bank Rd  
Fairfield, CA 94533
- Dixon City Hall  
600 E. A St  
Dixon, CA 95620
- Benicia Police Department  
200 E. L St  
Benicia, CA 94510
- Humane Society of the North Bay  
1121 Sonoma Blvd  
Vallejo, CA 94589
- By mail (check only):  
Pet Data  
PO Box 141929  
Irving, TX 975014
- Rio Vista Police Department  
50 Poppy House Rd  
Rio Vista, CA 94571
- Vallejo City Hall  
555 Santa Clara St  
Vallejo, CA 94590

### Is this tag a valid dog license?

Yes, it is still a valid Solano County dog license tag. Additional free benefits are available by activating the QR code on the tag. Activating the QR code on the tag is optional.

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### Is my PetData account the same as PetHub?

No, you will need to create a new account with PetHub to use the additional services with the new tag. PetData is separate and is used solely for purchasing or renewing a license.

### Do I have to pay for the services to work?

Every PetHub tag comes with FREE basic services that includes your dogs profile and a 24/7 found pet hotline. However, there is an *optional* Premium service that provides even more tools for a small fee.

### Is activating the tag with PetHub required?

No, this is an optional benefit for the dog owner. The tag will still be a valid license with basic identification services through PetData whether it is activated or not. However, if you want the PetHub FREE lost pet recovery services, the tag must be activated.

### How does the GPS feature work?

The GPS feature is a "passive" search using software embedded in mobile devices. When the tag is scanned, the system determines that it came from a mobile device and sends an email to the pet owner with the GPS map of the location where the scan took place.

### Any other questions?

Questions relating to purchasing or renewing a license contact PetData at [info@petdata.com](mailto:info@petdata.com) or 1-877-242-8408  
For questions relating to the new license tags contact PetHub at [support@pethub.com](mailto:support@pethub.com) or 1-866-795-8840

# Solano County Dog Licensing



2510 Clay Bank Rd  
Fairfield, CA 94533  
707-784-1356

Tuesday- Friday 10am – 6pm  
Saturday 9am – 5pm  
Closed for lunch 1pm – 2pm

Follow us on Facebook!  
[Facebook.com/SolanoAnimalCare](https://www.facebook.com/SolanoAnimalCare)

# It's More Than Just A Tag!



## A New Way of Licensing

Pet licenses just got an upgrade. We are excited to announce our new partnership with PetHub to offer digital license tags to Solano County residents! With these new tags, you will receive an optional benefit to be able to store your dog's critical information on a FREE online profile as well as have access to a multitude of lost pet recovery services should your dog ever go missing.

## How Does it Work?

1. Activate your pet's FREE online profile on PetHub.com
2. Add emergency contacts, vaccinations, medications, and more!
3. Choose from free Basic or Premium Service Level
4. Put the tag on your pet (and take off the old license tag!)

## FREE Basic Membership

Every tag comes with the following basic services for FREE, once activated.

- **Storage of Your Pet's Information**- put all of your pet's contact information online in one place, and then put it to use to help protect them by linking it to one of our PetHub Tags
- **24/7 Lost Pet Call Center** – staffed by humans, not an automated computer
- **Lost Pet Poster** – ability to create a lost pet poster for printing or sharing
- **Articles about Pets** – PetHub.com offers over 500 searchable articles to help you raise and nurture your happy, healthy pets.

## Premium Membership

For even more protection, we suggest you upgrade to our Premium level, which includes all the benefits of the Basic level, plus:

- **Community Alerts** – If your pet strays from home and you need help spreading the word, report them “Missing” on PetHub.com. This notifies shelters in any specified area in the country, and allows you to print flyers using the data you've already entered about your pet.
- **Tag Scan Notification** – when someone scans your pet's tag, you're automatically notified (options for both SMS and Email alerts)
- **GPS Map**- a customer favorite, the GPS Map that is sent with the PetHub Scan Notification, to see on a map where they are.
- **Social Sharing** – have your Lost Pet Poster shared socially to help get your pet home even faster
- **Discounts** – our list of partners is growing and each offers a discount on their services to PetHub Premium members.

