

# Customer Service Tips and Tricks

## Fall 2017 calf registration reminders

As you register fall calves, take a second look at the registration form before sending it to the records department for entry. When calf registration forms are missing required information or directions are not followed, the registration will be put on hold until the correct data are provided by the breeder. Please review your calf registration form for the following:

- Provide full dam and sire registration numbers. Only Whole Herd Total Performance Records (TPR™) participants, not pedigree breeders, are allowed to use a herd ID (identification number) in place of a registration number.
- Assign a herd ID to each calf, and remember herd IDs cannot be duplicated within your herd. A herd ID isn't your American Hereford Association (AHA) member number; it's a maximum of six numbers and/or letters used to identify an animal within your herd.
- Report an embryo recovery date for embryo transfer (ET) calves. ET certificates are no longer required.
- Remember a registered name cannot be more than 30 spaces long and may only include numbers and letters. Names cannot be duplicated. Make a calf name unique by adding a prefix or a tattoo number to the end of the name.
- The name for an unregistered animal must be its combined tattoo. A registered name can be added when the animal is updated to registered status.

## Register calves with MyHerd.org and save money

Members can register animals through MyHerd for a discounted electronic rate. See Table 1 below for the rates. Members can also transfer animals electronically to their customers, stay up-to-date with Whole Herd TPR requirements with custom to-do lists, and view and pay account balances online. Email your AHA member number to MyHerd@hereford.org to sign up for a free account.

**Table 1 : AHA Registration Rates**

	Regular	Electronic
Up to 4 months	\$12.50	\$10.50
4-8 months	\$18.50	\$15.50
8-12 months	\$25.50	\$20.50
More than 12 months	\$50.50	\$50.50

## FAQs:

**Q: What internet browser does the AHA recommend when using MyHerd?**

**A:** Suggested internet browsers per computer type:

**PC (Windows — HP, Dell, Samsung, tablets, etc.)**

- 1) **Internet Explorer**  
Default Windows browser. Compatibility setting required:
  - a) Open your Internet Explorer browser.
  - b) Click the "Tools" icon.
  - c) Click "Compatibility View Settings."
  - d) Enter *MyHerd.org* and click "Add" to add *MyHerd.org* to the compatibility list.

- 2) **Google Chrome** – No compatibility setting required.
  - a) Open current internet browser and go to *support.google.com/chrome/answer/95346?hl=en*

- b) Click the "Download Google Chrome" button and follow download/install instructions.

- 3) **Mozilla Firefox** – No compatibility setting required.
  - a) Open current internet browser and go to *mozilla.org/en-US/firefox/new/*
  - b) Click the "Free Download" button and follow download/install instructions.

## Mac (Apple — Mac, iPad)

- 1) **Safari**  
**This default Mac browser is not compatible with MyHerd**
- 2) **Mozilla Firefox** – No compatibility setting required.
  - a) Open current internet browser and go to *mozilla.org/en-US/firefox/new/*
  - b) Click the "Free Download" button and follow download/install instructions.
- 3) **Google Chrome** – No compatibility setting required.
  - a) Open current internet browser and go to *support.google.com/chrome/answer/95346?hl=en*
  - b) Click the "Download Google Chrome" button and follow download/install instructions.

**Note:** iPad users must go to the App Store and purchase the Virtual Firefox App for \$4.99.  
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**Q: How do I find animals I have already registered through MyHerd?**

**A:** Performance breeders can view their calf crops in the calf crop tracker table by clicking on the “Whole Herd TPR” button in the bottom right hand corner of the “Home” screen. Follow the interested year and season to the “Calving” column and click on the blue number. Here, you can see the “Calving Completed” list as well as the “Calving to-do” list. Pedigree breeders, click on the “Herd Details” tab to view your active registered female list, active registered male list and active unregistered animals list.

**Q: I put an animal on “Hold” and received a question mark number. How do I edit this animal to get a registration number?**

**A:** A question mark number is considered a pending animal because you are lacking some information for that calf to be considered a registered animal. You can find your pending animals by clicking the “Herd Details” tab then “Pending Animals.” Double click on the calf of interest to view the error or warning message(s). Correct each message until you have a successfully recorded animal.

**MyHerd tutorials**

Do you need further assistance with MyHerd? Visit [Hereford.org](http://Hereford.org) to view the step-by-step MyHerd tutorials that walk you through every feature of MyHerd. Email any questions to [MyHerd@hereford.org](mailto:MyHerd@hereford.org). **HW**

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