

Customer Service Tips and Tricks

Understanding DNA

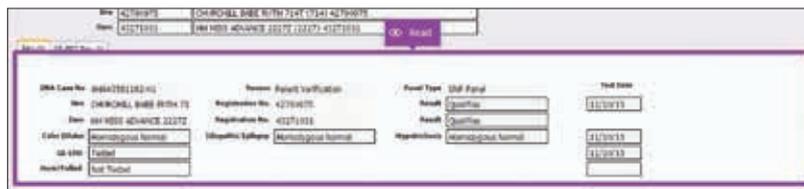
With the ever-growing importance of genomic testing, it's equally important to understand how to request a DNA test, check on its progress and read the results. First, decide which test is needed for the animal. The different test options available through the American Hereford Association (AHA) are listed at the bottom of this page. Once a test is selected, it is time to make the request.

There are two options to request a DNA test. One is to call or email AHA Customer Service, and the staff can take the order over the phone or via email. Be sure to have the registration number of the animal(s) to test ready to provide to customer service. The second way is via *MyHerd.org*. To get started, log in to your MyHerd account, click on the "DNA" tab and then "Make New Request."

Proceed through the remainder of the steps to request the DNA test(s). Upon request completion, be sure to pay for the "Pending Transactions." Once those are paid, the DNA submission forms will be emailed using the email address on file for the account.



Making a DNA test request is as easy as a couple of clicks on MyHerd.



Producers can track DNA testing progress and view results via MyHerd.

To check the status of a DNA test or to view the results, click the "DNA" tab, then "Test Status & Results." Find the animal in the list, click on the name, and then select "Status and Results." If the "Test Status" reads "Sent," the test has been requested and the DNA submission form has been sent to the breeder. However, the sample hasn't been received at the lab at that point. If the "Test Status" reads "Acknowledged," the DNA sample has been received at the lab and is being processed. The "Test Status" could also read, "Tested," which indicates the animal was tested and the results may be viewed. To view the results, select the "Results" button.

Understanding DNA results

Each animal is tested for three major abnormalities: Color Diluter, Idiopathic Epilepsy and Hypotrichosis. Additionally, animals are tested against any parentage available. Next to each abnormality, the box will read "Normal" or "Carrier." If an animal is a carrier of one of the three abnormalities,

a notification is sent via a certified letter, allowing 30 days to retest the animal, if desired.

The results also include the sire and dam of the tested animal. These results will show the sire's and dam's names, registration numbers and their results. The box next to result will read "Qualifies," "Does Not Qualify" or "Not Tested." "Qualifies" indicates the parent does qualify as the sire or dam of the tested animal. "Does Not Qualify" indicates the sire or dam isn't the sire or dam of that animal. In this event, call or email customer service with other sire or dam options to test the animal against. If the result box by the sire or dam reads "Not Tested," the sire or dam doesn't have any DNA on file, so the subject animal wasn't tested against them.

For further details on making DNA requests, checking statuses and viewing results via *MyHerd.org*, visit the MyHerd Tutorials page on *Hereford.org*.

Breeders should continue to plan ahead when DNA testing. It takes three to four weeks from the time the DNA sample is received at the lab to get results. Remember, all herd sires born after Jan. 1, 2011, must have DNA on file before any calves can be registered out of them. Also, any dams being used as donor dams must also have DNA on file before any progeny can be registered. **HW**

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DNA tests available

- **Genomic profile** (parentage profile, genetic abnormalities and GE-EPDs): **\$38**
- **Full package** (Genomic profile plus horned/polled test): **\$58**
- **Add-on horned/polled test** (adding this test after the original profile has been done): **\$30**
- **GE-EPD upgrade from basic profile** (animals previously tested after Jan. 1, 2015, for basic profile only can be upgraded to GE-EPD profile, upgrade request must be made by April 1, 2018): **\$20**

The AHA is offering members a \$4 credit per animal on their AHA account when using a Tissue Sample Unit (TSU) to submit a DNA sample. The credit will occur when the animal's DNA results are received from the lab, verifying the TSU DNA sample. **HW**