

Member Service | The Power of Technology

by Laura Loschke

With the way technology advances these days, sometimes it's hard to keep up. Here are some helpful tips on the ins and outs of MyHerd and maybe some neat functions you didn't know about – such as a more mobile-friendlier version of MyHerd.

Access anywhere

To access MyHerd on your tablet or phone, simply go to your internet browser on your device. Then navigate to the MyHerd login screen. MyHerd is scalable and can adjust to the size of any screen, so the screen may look different across numerous devices.

Instead of having the menu tabs listed along the top of the screen, you will have a menu box at the top, right-hand corner that you will click to see your menu options. The layout may look a little different because of the size of the phone screens, but you still have all the options as when logging in via a tablet or a computer.

Available functions

Sometimes you get so caught up in the things you have to do, like registrations and transfers, that you forget about the neat extra tools MyHerd provides. One of the neat tools available is your

list of available artificial insemination (AI) certificates. At any time, you can log onto your MyHerd, hover over the "Herd Details" tab and then select "AI Certs Available." This list will show you any available AI certificates you have in your account. It will list the bull's name and registration number, as well as the number of certificates for that particular bull. Another cool feature of MyHerd is your "Personal List." Under the "Actions" menu, you have your "Personal List" option. This list shows you anyone you've done business with in the last three years. It will show you the person's name or farm/ranch name and his or her/the full address, phone number and email address (if available). This list can be downloaded and saved.

Remember you have access to the "EPD/Animal" search function through MyHerd. Simply hover over the "Links" menu tab and then select "EPD Enquiry." This tab will take you to the "Enhanced User" screen, where you can search for animals and/or members within the American Hereford Association's (AHA) database.

If you have linked accounts, you have the ability to view those linked accounts as well as to renew an account's annual dues and/or to bill the annual member

service fee. To access this feature, hover over the "Member Details" menu tab and then select "Member Dues & Service Fees." This screen will list any of your linked accounts, as well as your primary account. It will also show whether or not the particular account needs the dues renewed or the member service fee billed. If one or both of those things needs to be renewed or billed, simply click on that particular account (the whole line will become highlighted in blue). If the account needs its dues renewed or the service fee billed, that button(s) will become clickable. Click on the corresponding button to renew the membership dues and/or to bill the member service fee.

Another great tool within MyHerd is the ability to run your potential defects carrier report. Hover over the "Jobs & Reports" menu tab and then select "Submit A Job." On the "Make a Report" screen, select "Potential Defect Carriers" from the drop-down menu. On the next screen, you have the ability to run the report based on an inventory year, a calf-crop year or a specific animal's ID. Once the report is completed, you can view it by going to the "View Reports & CSV's" option under the "Jobs & Reports" menu.

Account management

You can always pay your AHA or Hereford Publications Inc. (HPI) bill through MyHerd. Remember, if you are a MyHerd user, you will no longer receive packing slips or monthly statements in the mail. They will all be emailed once you are signed up for MyHerd. These include any work done through HPI, as well. To view or pay your HPI bill, hover over the "Transactions" tab. Then select "Previous HPI Transactions." This tab will show you any packing slips created because of HPI work done. You have the ability to click on any of those packing slips to see what work has been done. You also have the ability to pay your HPI bill on this page.

As always, if you are having problems navigating through MyHerd, you can view the "MyHerd Help" pages, view more than 20 step-by-step tutorials or call Customer Service at 816-842-3757. To get signed up for MyHerd, email your membership number to myherd@hereford.org. **HW**

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