Avoid Scrambles and Disappointment in 2025

Many of us are looking at the calendar and wondering where the year has gone. As we look ahead, some of us are vowing to do better next year as we rush to finish things that need to be taken care of before the clock turns to 12:01 a.m. on January 1.

If your year-end scramble includes submitting requests and information to the Canadian Angus Association like registration, transfer and genomic testing requests and missing data, the member service team has compiled a list of ways to avoid frequently encountered errors to help you not only start 2025 calm, cool and collected, but also to ensure you can end the year without another mad scramble.

A key point to remember is that unclear requests lead to increased processing times for all members and incomplete information can cause significant delays in response times. Please ensure that you:
- Provide thorough and complete information at the time of your request or inquiry
- Include your name, membership number and the best way to reach you

Always Include Your Name, Membership Number and a Way to Contact You

Avoid the frustration of unreturned calls or numerous back-and-forth emails by providing complete information when contacting the Association. We receive numerous voicemails that don't include a membership number or phone number or any other information that would enable us to return the call or follow up.
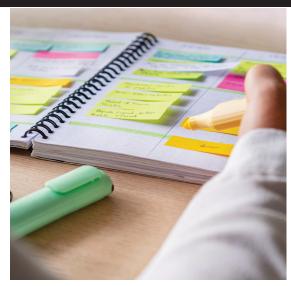
To ensure we can assist you efficiently, whether you send an email, text or leave a voicemail, always include your name, CAA membership number and the best way to reach you. If sending a text or leaving a voicemail, be sure to include your seven-digit phone number.

If we are unable to answer your call, instead of calling back repeatedly, please leave a voicemail in our secure and confidential system your name, phone number with area code, membership number and the reason for your call or send an email to registry@cdnangus.ca.

Our office hours are Monday through Friday, 7:30-11:30 a.m. and 12:30-4:00 p.m. Mountain Time and member inquiries and requests are responded to during these hours.

Submit Your Request for Work in Writing (But We Don't Mean That Literally)

Please email, fax, text or mail requested changes, registrations and transfers. We cannot process requests for service or membership or animal updates over the phone. Although we ask for request in writing, please do not interpret this literally to mean that you should send a handwritten request. Do not take photos of handwritten requests and email or text them to us. Instead, type the request into the body of the email or text message or use a scanner/scanning app to submit your request. Many handwritten requests are difficult to read, and photos can make them blurry and even more difficult to decipher. Following these guidelines helps to ensure accuracy and eliminates time spent clarifying the information in your request.

Make Your Request Clear and Thorough So We Can Help You Efficiently and Effectively

A clear and thorough request that includes all relevant and required information enables us to help you efficiently. If we know that you are having trouble registering a specific animal or accessing AngusNOW, we can look up the specific animal and/or your account in advance. The more information we have when you reach out, the less time staff will spend asking questions and looking up information while you wait on the phone, and the fewer back-and-forth emails will be needed to obtain the necessary information before we can assist.

If sending an email, to avoid having your message rejected as spam, be sure to fill out the subject line and include text within the body of the message even if you are attaching files.

When responding to automatically generated emails, provide your membership number and the complete tattoo for the animal(s) in question as well as the direction of what you need us to do. Without this information we cannot proceed with your request as we cannot see the email that you received.

When submitting work for processing, be sure to indicate whether or not to register by selecting Y or N if the form/worksheet has Reg Y/N. Leaving this field blank will cause delays as staff will put your request back in the work queue while they wait for direction from you.

Make sure that all AI approvals, sire authorizations, donor dam approvals, leases and transfers are completed early. Being proactive eliminates waiting time when you are ready to register your calves.

Avoid using animal names when submitting requests and inquiries. Names are not a unique identifier and usually result in processing delays as we strive to find the exact animal. A complete tattoo or registration number, including an American registration number, pending or CM number, enables us to immediately identify the animal in question and process your request efficiently.

Use Templates, Excel, or Word

When submitting data and requests, please use CAA templates (www.cdnangus.ca/forms), Excel or Word. We cannot open Apple or Google programs such as Pages or Sheets. If you must use these programs, be sure to convert them to Excel or Word before submitting them. Send your information as an attachment; we cannot open shared documents.

Instructions are Available Online

Our member service team is always ready to help, but especially during busy times of year, you will find the answers to your questions on our website faster and easier than waiting for someone to return your call. All templates include instructions either as coloured tags in each field or in a separate tab. To avoid processing delays, DO NOT change the format of any fields.

Step-by-step instructions and instructional videos are available for navigating AngusNOW, the CAA Calving Book App and registration portal, and for collecting DNA samples. On our website under the Member Services tab is a section labelled How-to Guides and Forms. If you are unable to find the instructions you need there, use the search box at the top right.

Choose the Appropriate Contact Method

Some people love to pick up the phone and ask for assistance, and others will do anything to avoid a phone call. Regardless of your preference, the best way to reach out often depends on the assistance you need. For example, if you need one-on-one support for something like genomic testing, it is best to call the office. The text line is for submitting information and requests only; we cannot provide one-on-one support through texts.

Do Not Order RFID Tags from CAA

In recent weeks, we have received increasing requests to order RFID tags. However, nothing has changed since May 31, 2019, and all RFID tags must continue to be ordered through CCIA by phone at 1-877-909-2333 or online at https://tags.canadaid.ca and specify that you would like to order the Angus RFID tag.

Frequently Asked Questions

What is the difference between a reverify and a retest?
A retest is when the same test is performed using a new sample. Retests occur when the DNA sample submitted contains insufficient DNA or was contaminated and the member is asked to submit a new sample so the same test can be performed again. A reverify is when the sample that is currently on file is checked against additional sires or dams.

If you disagree with test results that you have received and you want to submit a new sample for testing, that is a new test, not a restest, and a new sample and a new test request must be submitted.

How do I export animals to the USA?
If you are exporting animals to the USA, please notify registry@cdnangus.ca that parentage verification test results need to be sent to American Angus Association (AAA) or Red Angus Association of America (RAAA). If we are not aware of your intentions, we have no way to know that the results should be shared.

For animals that will be imported by AAA, animals need to be set up for Angus HD, all genetic conditions, and coat colour tests and a portion of the sample needs to be sent to AAA.

For animals that will be imported by RAAA we will send all results we have on file (parent verification, genetic conditions and/or coat colour) for each animal.

My sire is parent verified, my dam is sire verified, why isn't my calf verified?
Parentage verification testing means that an animal is being matched to its sire and dam, not to its progeny. A calf cannot be parentage verified until it has been genetically matched to its parents. Please ensure that you have requested a parentage verification test for the calf and submitted a sample.

Why is there a spreadsheet for submitting TSUs?
TSU vials come with pre-printed bar codes because the vials are too small to write legibly on. TSU users can use a TSU barcode scanner to make it easier to complete the spreadsheet. The TSU spreadsheet is also the test request form—there is no need to submit a test request and the spreadsheet. The spreadsheet can also be used for hair samples. Send the TSU template as an attachment to an email. Please do not save it as a PDF and do not print and mail it.

What does sample logged mean in the DNA portal and on my invoice?
Sample logged means that the sample has been received at the Canadian Angus Association office, assessed and logged by staff, and sent to the lab for testing.

I used the calving book app but none of my calves are registered?
If you use the calving book app, your registrations are not automatically submitted. If you have not already submitted your registrations, go to the registration portal to complete missing information and submit your registrations. Click here for registration portal instructions.

If you do not access the registration portal and complete the missing information and submit to us, your animals will not be registered in the CAA herd book. If you have submitted animals for registration another way DO NOT send them again through the calving book app registration portal

Why is my pedigree extract incomplete?
Before submitting a request for pedigree extract files, ensure all registration and performance requirements have been met. Pending and CM (commercial) animals do not qualify for pedigree extracts. To request a pedigree extract, email Member Service an Excel list of animals including the lot number if known and the animal registration and tattoo information or click here to download the Pedigree Extract form.