

## ONLINE REGISTRATIONS FREQUENTLY ASKED QUESTIONS

Below is a list of frequently asked questions in regards to our online registration system. We often get calls that say I get this error \_\_\_\_\_ what does it mean and what do I do. Hopefully this guide will help you answer some of the questions you may find.

### Account on Hold

When you are logging in and get this error it means your account balance is past due.

**Fix:** You may send in a check or you may call into the office with a credit card.

### Breeding Not Found

There are two reasons this will pop up. The first reason is that you have purchased a female that had been bred and the breeding information was not provided or provided but incomplete. The second reason is if you own this dam with someone else.

**Fix:** Email the office the following information:

CM# of the animal you are trying to register and if it is result of AI then we need AI Date. (Even if you already have it entered online we can not see it from the office). If the animal you are trying to register is result of natural services then we need the pasture exposed dates to \_\_\_\_\_ from \_\_\_\_\_.

### Natural Sire Signature Required

This means you need the signature from the person who directly owns the bull. (If someone in your family owns the bull and it is not the direct owner of the bull you will still need a signature).

**Fix:** If the current owner has access to online they can go under “My Account” Under ‘Service Signatures’ click on ‘Give Signatures’ then after you have provided them with your member number they can give as many signatures as needed and click save. (There is no fee for this) If they do not have access to online you can print out the form found at [www.shorthorn.org](http://www.shorthorn.org) under ‘Registrations’ under ‘Other Forms’ under ‘Natural Sire Signature Form’ and get it filled out completely signed and either mailed in or faxed in and we will get them into you account.

### AI Certificate Required

This means that there is not an AI certificate in your account OR in the account of whoever owns the Dam.

**Fix:** You may purchase an AI certificate from 1 of 3 ways. 1. You may contact the bull owners. 2. You may contact the semen company you purchased the semen through or 3. You can contact the Shorthorn Shop. [www.shorthornshop.com](http://www.shorthornshop.com) or 888-530-4925.

NOTE: You must put the cert in the account of whoever owns the Dam ONLY

If the AI cert is in an account that you know it should not be please email the office the registration # of the bull, the account/member # the cert is currently in and the account/member# you need the cert to go in to.

### AI Certificate Required

I'm registering a ShorthornPlus animal and the sire is registered in another breed or a crossbred.

**Fix:** This is a case where the animal you are trying to register can not be registered online. You will need to print out the "quick look" screen (the screen after you have clicked view to register). And send that quick look screen in to us via email, fax or mail. We will override the AI Cert requirement and register the calf for you.

PLEASE NOTE: If you need the animal transferred as well you will need to put the new owners complete name and address, member number if you have it and the DATE OF TRANSFER. If any of these things are missing we will not be able to complete the transfer and the registration will come back to you with the animal registered in your name.

### Dam or Sire must have Registration #

This means the Dam or Sire are not in our system and are considered initial entries.

**Fix:** You will need to fill these out with the paper application that can be found at [www.shorthorn.org](http://www.shorthorn.org) under Applications and Other Forms under ShorthornPlus Application.

### Didn't Click the Hold Button

**Fix:** Unfortunately we can't go back and re-click the box. The paper will be mailed directly to you and you will be able to fill out the transfer information and end it back in.

### I want to transfer to more than one owner

**Fix:** The system only allows to transfer to 1 person. If you want it transferred to more than 1 person you will want to click on print instead of transfer so the paper will be mailed to you and then you will be able to transfer to more than 1 owner at that time.

### Where does the paper go after I transfer it?

**Answer:** In all cases the paper is mailed to the new owner. There is not an option to mark it to come back to the seller.