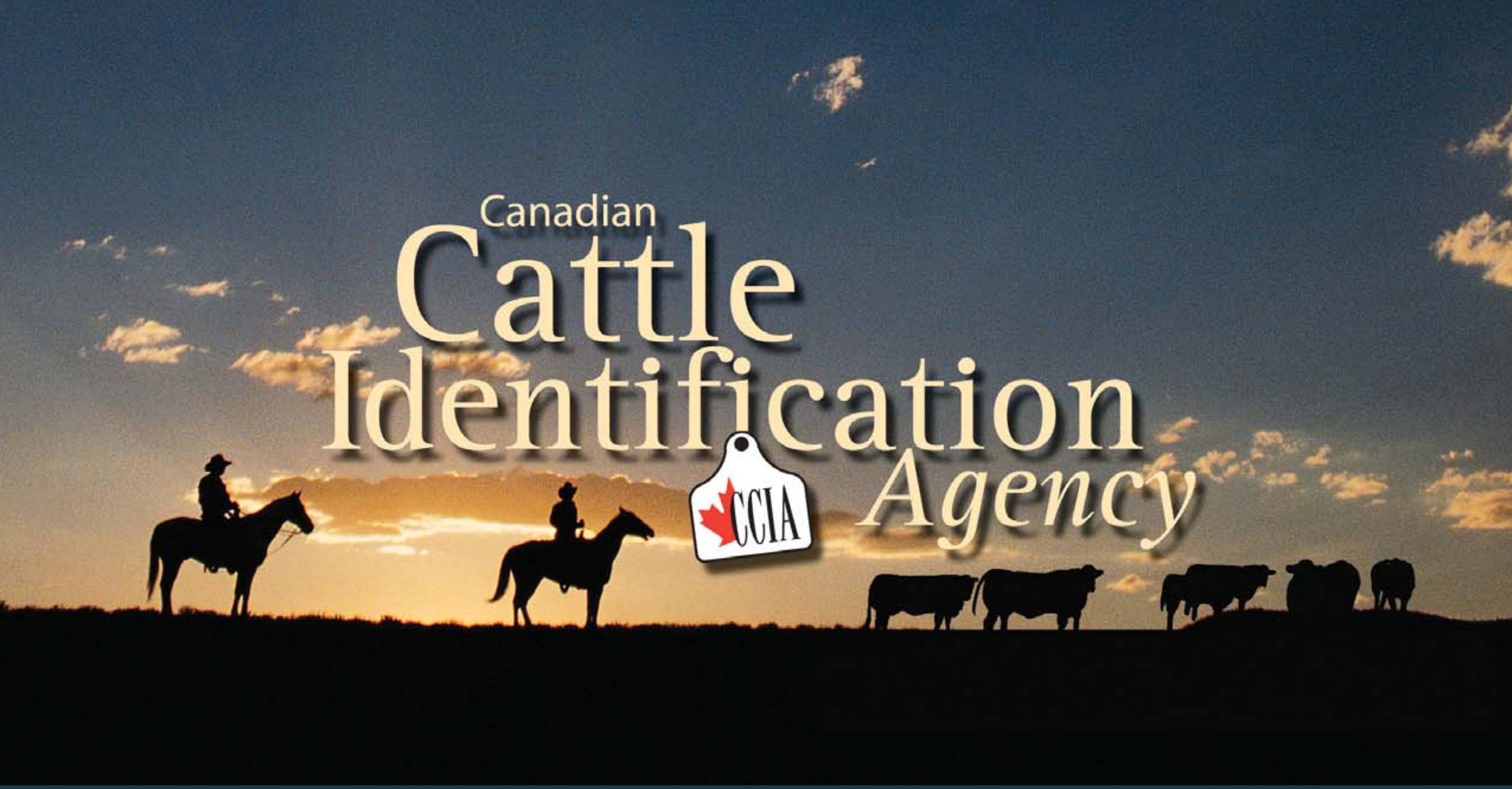


TAG DEALER REFERENCE MANUAL

Please record username and password in the spaces provided below. Keep this booklet in the store at all times, so that any employee can log into the Canadian Livestock Tracking System if needed.
http://www.clia.livestockid.ca

Username: ______________________________

Password: ______________________________

Recommended Daily Steps:

Step 1: Check previous day's transaction (See Section C), if there are any errors, correct the errors.
(see page 5)

Step 2: Preferred Method: Enter today's tags sold into the Excel spreadsheet template (Please refer to Section A on how to submit tags sold via a spreadsheet).
(see page 2)

NOTE: Submitting the tags sold via a spreadsheet allows for the tag information to be saved and makes for easy reference if there are any errors in the transaction.

Alternative Method: The Directly Online Method of submitting data may be used. Refer to Section B)

Step 3: At the end of the day submit the Excel file. Save each day in a new file and name it appropriately, eg.Oct.272007.xls or Oct.272007-Issued.xls. (Please refer to Section B).
(see page 4)

Record the transaction number. Keep the day's invoices and the transaction number in a file for your records.

Step 4: Check inventory. Please refer to Section D.
(see page 8)

Following these four steps on a daily basis will ensure records are properly organized and will save time.

Issuing Tags from Dealers to Producers

There are two methods for submitting information (issuing tags to producers) to the Canadian Livestock Tracking System (CLTS) for processing – Directly Online or File Upload. Choose the method that works best. Step by Step instructions for both methods are listed in the following pages.

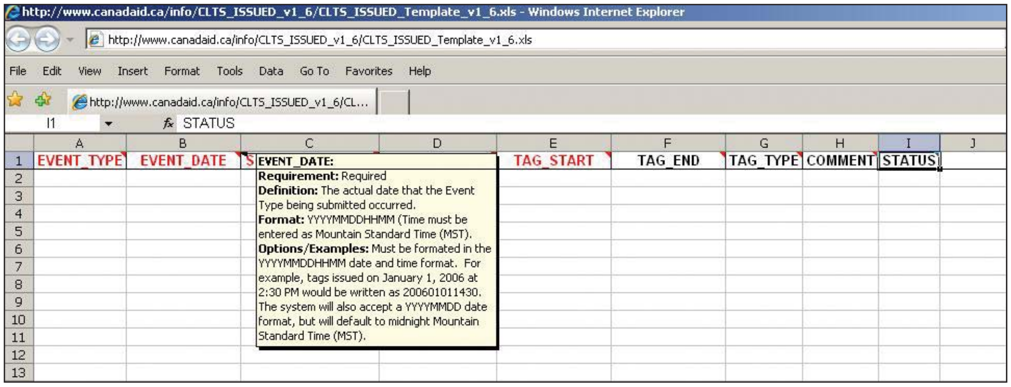
Preferred Method

A. Method #1: File Upload

Enter data into the CLTS issued template that was saved to the desktop or personal files. Make sure to fill in all columns that have a red title.

1. Open CLTS Issued Template from where it was saved (See Additional Info section for downloading template)
2. Fill in the spreadsheet.
   i. EVENT TYPE – 'Issued'
   ii. EVENT DATE – YYYYMMDD (20070122)
   iii. SOURCE ACC - Source Account: Your CCIA account number or PIN.
   iv. DEST ACC – Destination Account: Producers CCIA account number or PIN.
   v. TAG START – Enter the first number of the bag of tags purchased.
   vi. TAG END – Enter the last number of the bag of tags purchased.

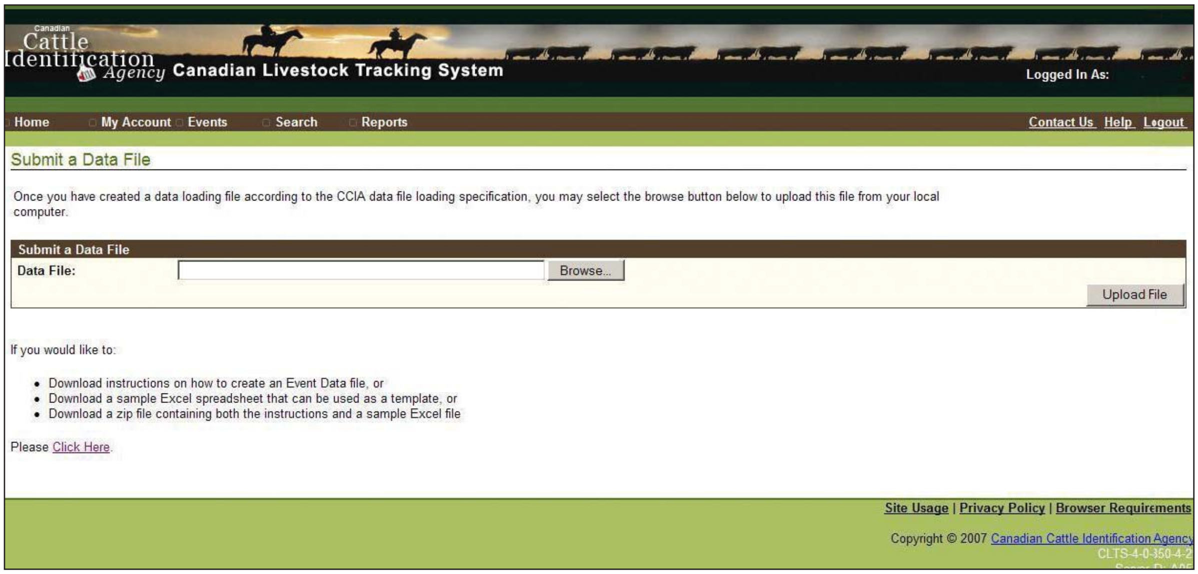
HINT: Moving the mouse cursor over the heading of each column will show a pop up box of what information is required for that column.



3. Each row in the spreadsheet can be a new tag sale. Use only one spreadsheet for each day's sales.
4. Click on File, then Save As and save the spreadsheet with an appropriate name, such as Oct272007.xls or Oct272007-Issued.xls.
   a. Save In: A place on the computer where CCIA documents are designated.
   b. File Name: Use the current date for easy reference.

Uploading the file to CLTS

1. Log into CLTS
2. Click on "Events" in the top brown menu bar and a drop down menu will appear.
3. Click on "File Upload"
4. Ensure the correct file name is listed in the "Data File" line. Click on "File Upload" button.



5. The next page will ask "Are you sure you want to submit the file?" Click on "Submit".
6. Record the transaction number that is given for this submission. This number will allow an easy check to ensure the information submitted has been processed correctly. "Request History" (Refer to Section C) to ensure the submission was completed successfully. Keep with day's invoices for filing.

Alternative Method

B. Method #2: Directly Online

Issue tags to a producer after a tag sale using the steps directly online.

1. Log into CLTS
2. Click on "Events" in the top brown menu bar and a drop down menu will appear.
3. Click on "Directly Online".
4. Click on appropriate event (eg. issue or transfer).

5. Click the circle beside the method tags are to be entered by – either the first and last tag numbers of the bag, or the first number and the quantity of tags in that bag. Enter the tag numbers that one individual producer purchased.
6. Click the button "Add Tags to List". If this producer purchased more than one bag of tags, enter the next bag and click "Add Tags to List". After entering all tags purchased, click "Next", found in the bottom right hand corner.
7. Fill out the "Event Details". Enter the date the tags were purchased by the producer in the format YYYYMMDD. Destination account will be the producer who purchased these tags. Locate the producer in the drop down menu. If the producer is not there, refer to "Additional Info" section in this guide for help on how to search for the producer's account.

   HINT: If the account # is unknown, enter the phone number, then province, then last name in that order.

   Producers who have purchased tags in the past will be in the drop down menu. Producers who have not purchased tags previously, but have purchased tags elsewhere, can be located by using the search function.

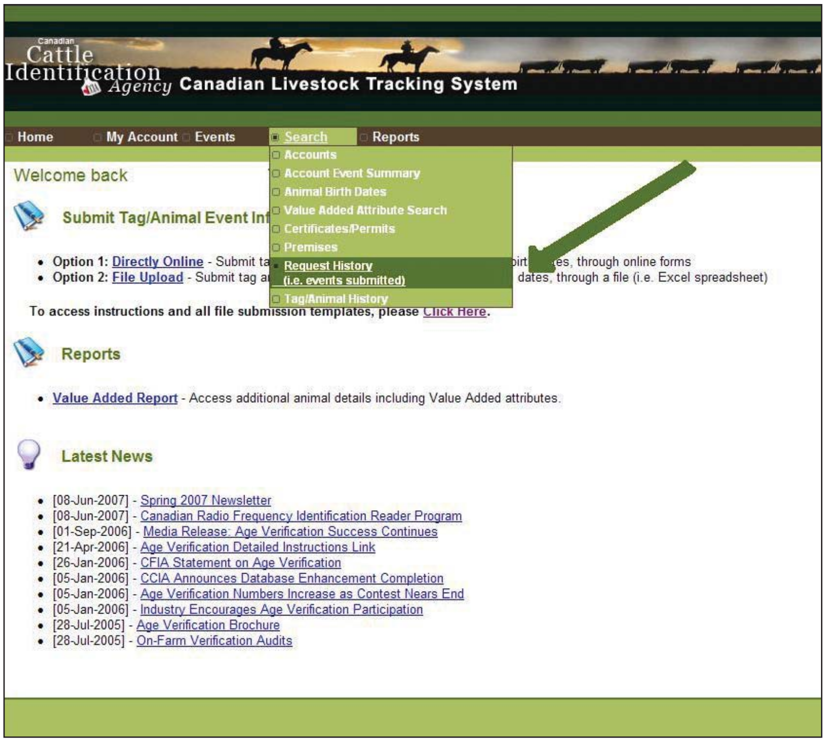
   HINT: Ensure accurate producer information is gathered at time of tag sale.

8. Ensure the information is correct; this is the last step to submitting data. Click on "Confirm".
9. Record the transaction number that is given for this submission. This number will allow an easy check to ensure the information submitted has been processed. Click "Request History", (Refer to Section C) to ensure the submission was completed successfully.

C. ENSURING DATA COMPLETION

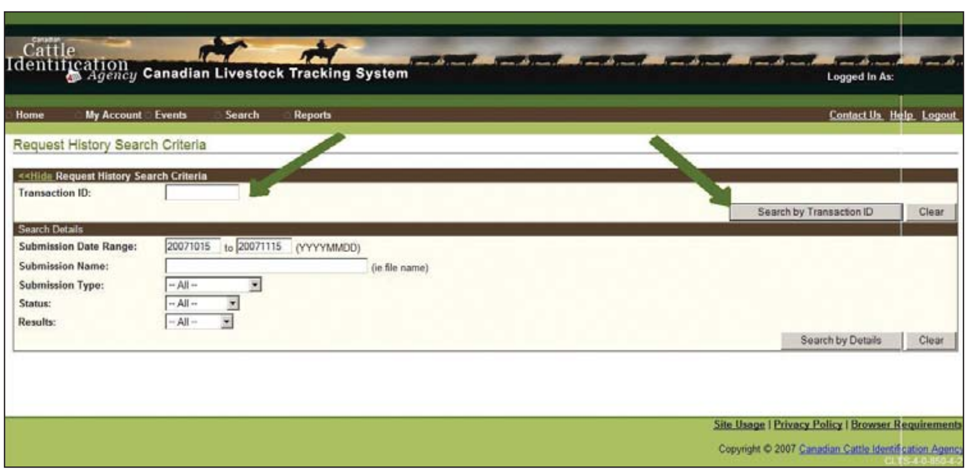
To ensure the successful issuing of tags to producers, check transaction history for errors. As information has only been submitted to the database, it may or may not have been processed correctly.

1. Log into CLTS
2. Click on "Search" in the top brown menu bar and a drop down menu will appear.
3. Click on "Request History" (i.e. Events Submitted).



4. “Request History Search Criteria” will be the next page. A flashing cursor will appear in the box beside “Transaction ID”. Enter the transaction number that needs to be searched. (Eg: TR333ANQRT7) Click “Search by Transaction ID”.

HINT: Alternatively, a time frame can be entered to “Search by Details”. For example, enter yesterday’s date to check all of the submissions from yesterday.



5. “Last Search Results” will appear at the top of the next screen. On the right hand side of the screen there are the columns “Status” and “Results”.
6. Under the column “Status” will appear either “Pending”, meaning that transaction has not yet been processed by the system or “Completed”.

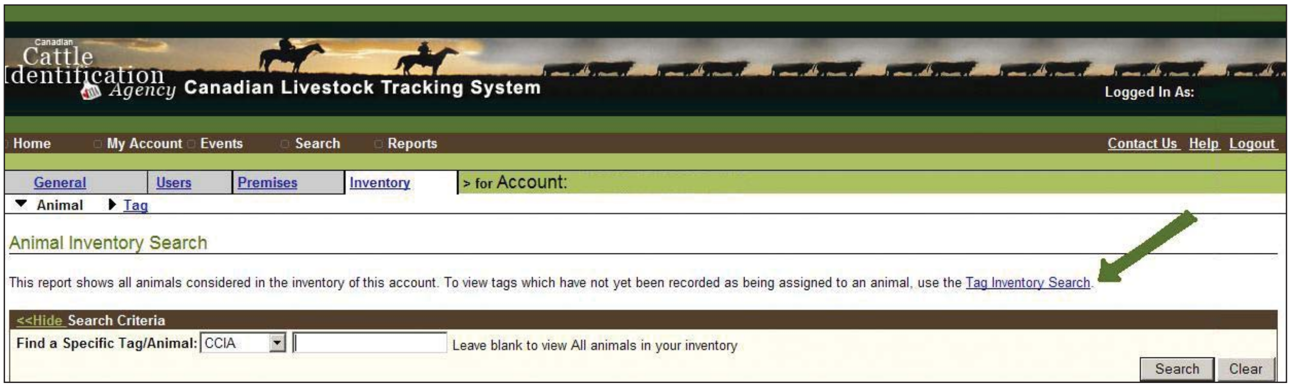
7. Once a "Completed" Status is reached (this can take up to 12 hours), the "Status" column will either be blank or display "error(s) found".
   i. If errors have occurred, click on the transaction number to see what tag numbers were not processed. Refer to the separate document "Helpful Hints to Common Errors" to determine a solution.

HINT: Be sure to check transaction history on a regular basis to ensure tags are being issued properly. CCIA recommends that errors from the previous day are checked before issuing that day's current sales.

D. CHECKING INVENTORY (HOW TO CHECK YOUR INVENTORY)

Ensuring that the CCIA tag inventory matches physical store inventory is an important step in ensuring accurate tag sales.

1. Login to CLTS
   Username: *********
   Password: *********
2. Click on "My Account" in the top brown menu bar and a drop down menu will appear.
3. Click on "Inventory".
4. Click on "Tag Inventory Search". This list will show the list of tags that have been distributed to the store and have not been issued out as of yet. Ideally, this list will correspond to the store's physical inventory.



HINT: By checking this periodically, it ensures that all tags have been issued out properly. If this list fails to match the store's actual inventory, check through any paperwork to locate the sales records of the tags in question. Moving old inventory before newer inventory will make this process easier.

OTHER HELPFUL TIPS

It can be very useful to have a dual record system in order to keep inventory in line and avoid tags being unaccounted for. A couple of methods that retailers have found useful include:

1. Keep a spreadsheet that records the date the tags were sold, who they were sold to, the tag numbers, and the transaction number.
2. Keep the packing slip that lists the individual bags that were received. After submitting a tag sale to CLTS, use this packing slip and either write the producer those tags were sold to or even just highlight that bag.

Look back every once in a while to ensure that there are no holes in the tag sales. Methods like this ensure that the CLTS inventory matches the physical store inventory and that tags are being recorded properly. (REFER TO SECTION D)

If help is needed to create a solution to ensure effective tag sales, contact the CCIA office or the local Mobile Field Representative.

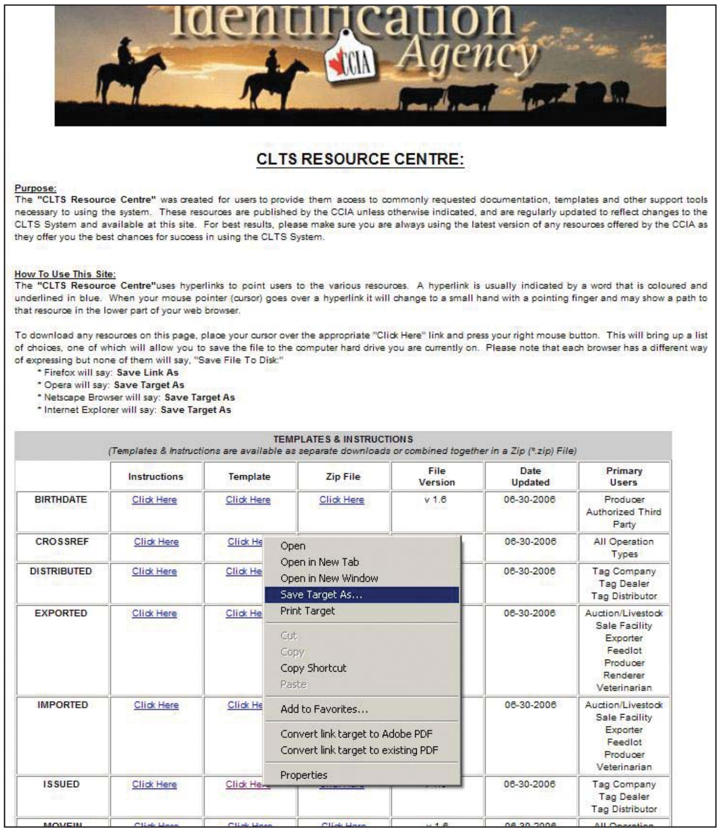
Ensure that there are multiple people trained to issue CCIA tags, in cases of leaves, staff turnover etc. Have username and password information to log on to the CLTS website known to other employees who would possibly issue tags.

If you have any questions or require any assistance, please contact one of our CCIA Customer Service Representatives.

Additional Information

Download the template needed for ISSUING tags to a Producer after a tag sale.

1. Login to CLTS at www.clia.livestockid.ca.
   i. Username: *********
   ii. Password: *********
2. After logging in successfully, it will say "To access instructions and all file submission templates, please Click Here". Click on "Click Here".
3. Once you are in the CLTS Resource Center, scroll down the page until it says "Issued" in the left hand column. Find the "Template" column in the "Issued" row and RIGHT click on "Click Here".



4. Find "Save Target As" in the menu that popped up. Click on "Save Target As".
5. In the window that pops up, save the template to a place where you keep CCIA records and information. The file will be called "CLTS_ISSUED_Template_v1_6.xls".
6. This will only have to be done once. Leave this blank template on the computer for use every time tags need to be issued.

If the producer new with no account, contact the CCIA office to have one created.

Helpful Hints to Fix Common Errors

In the Canadian Livestock Traceability System (CLTS)

ERROR 1: Two events with the same date and time are submitted for one tag number

The CLTS has been created to record each individual tag number and transaction; therefore the system will not accept two events that are shown to have the same date and time attached to it. For example, if a tag has been distributed to a Dealer on the same day that the Dealer is trying to issue it to a producer, the system will not be able to distinguish the separate events without having a different date and time attached to each transaction.

Solution: Along with the date the tag has been issued, Dealers should attach the time at which a tag was issued to a producer. Dealers can then verify that the tag information has been successfully uploaded into the system and that the tag was issued to the proper producer by performing either a tag history or requesting an event history 24 hours after the transaction. To request an event history, keep record of the Transaction ID Number provided after uploading a report. Click on the "Search" heading option and again on the "Request History" option. Enter the Transaction ID Number in the text box provided and hit the "Search by Transaction ID" button.

ERROR 2: Wrong event order is recorded for a tag

Before a tag can be recorded as "issued" in the CLTS, the tag number must be recorded as "distributed".

Solution: First, check with the Distributor to ensure that they have reported the tag information in the CLTS, specifically reported the tag information as a Distributed Event. Secondly, ensure that the proper year and month is submitted when issuing a tag to a producer. At times, Dealers enter the wrong date or record the date as month/year (rather than year/month).

ERROR 3: Tag number is not in Dealer's inventory

In order to maintain the integrity of the system and ensure the successful upload of subsequent events, such as birth date information, it is critical that tag information be reported to the database within 24 hours of sale or distribution.

Solution: Complete a tag history to check the status of the tag number. If the tag number is not shown in a Dealer's inventory, there is one of three reasons why: 1) the Tag Distributor has not reported the tag number as "distributed"; 2) the Dealer reported the wrong tag number or producer account when issuing a tag out; and 3) the producer returned the tag(s) issued to him. If not distributed, contact the Tag Distributor to ensure that the tag number will be reported to the CLTS as soon as possible. If tag number or producer account was entered incorrectly, deactivate the issued tag number from the applicable producer's account, re-enter correct tag or account number and re-upload the report. If a producer returned the tag(s), the Dealer must complete and submit a Returned Event Report.

ERROR 4: Producer's account is not found or shown as inactive in the CLTS

In order for a proper search to be done on a producer's account, the name of the account placeholder or account number must be given. The CCIA encourages producers to set up more than one user in their account in order to avoid having duplicate accounts for one herd of origin, and possibly compromise the integrity of the CLTS. If the producer's account is shown to have duplicate status, the account has been merged with another account in order to avoid having more than one account for a single herd of origin.

Solution: Ensure that the producer's account number is correct. If unsure, perform an Account Search using at least two pieces of information, i.e. the producer's name and city. Once the producer's account is found, encourage the producer to either remember their account number or keep a copy of their account number in their wallet for quick recall if requested.

Canadian Cattle Identification Agency

#218, 6715 - 8th Street NE, Calgary, AB T2E 7H7

www.canadaid.ca ~ 1-877-909-BEEF