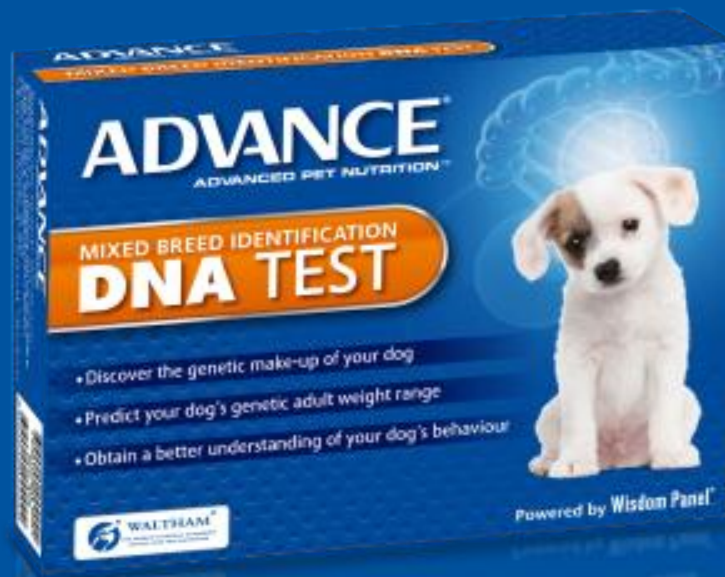


MIXED BREED IDENTIFICATION DNA TEST

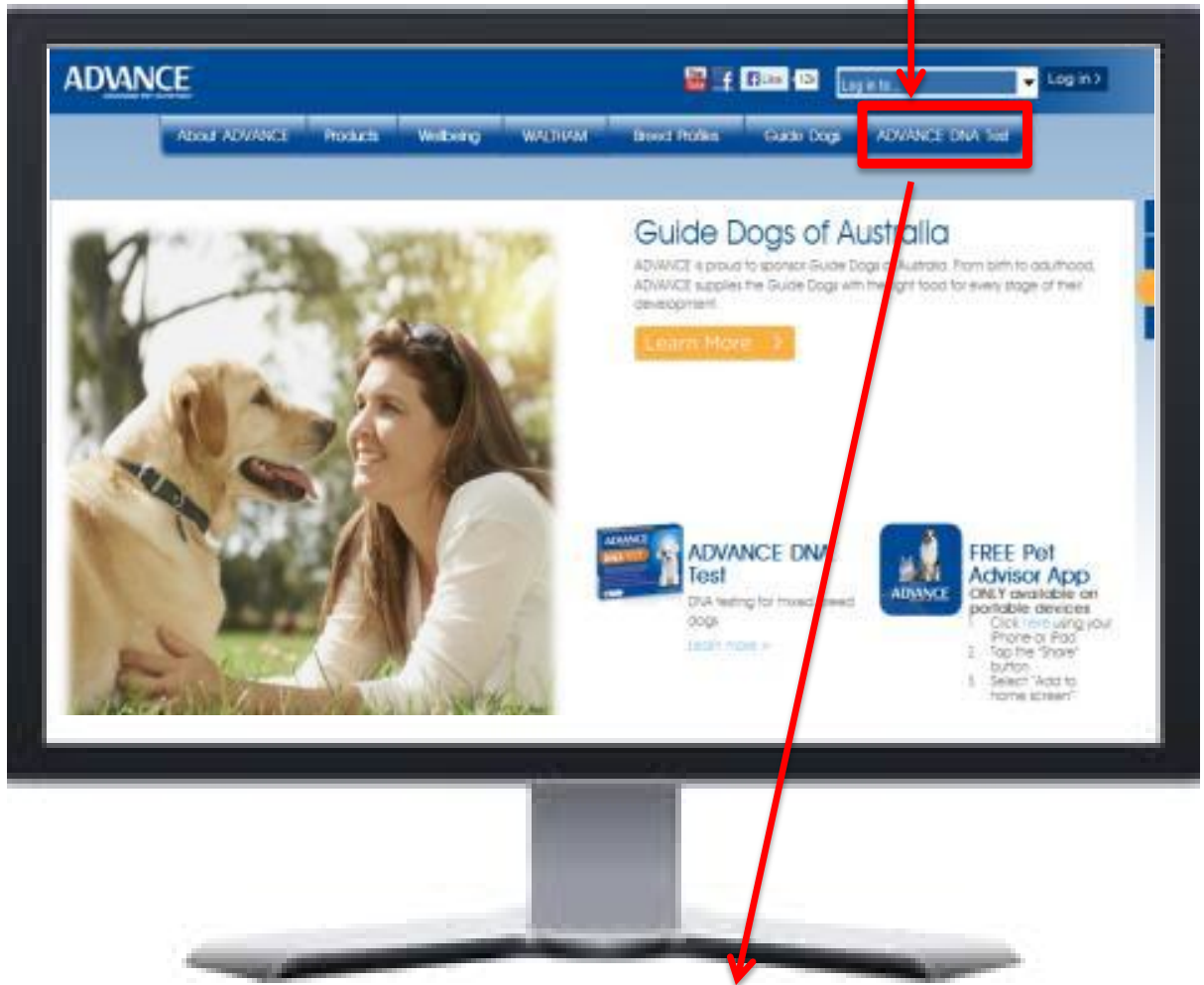
SOP



ADVANCE
ADVANCED PET NUTRITION™

Go to advancepet.com.au

Then click ADVANCE DNA test



<http://www.advancepet.com.au/DNA>

New user friendly site

Or alternatively access the Vet DNA login using the following URL:

<http://advancepet.com.au/DNA>

Then click Vet Extranet at the top right of the screen



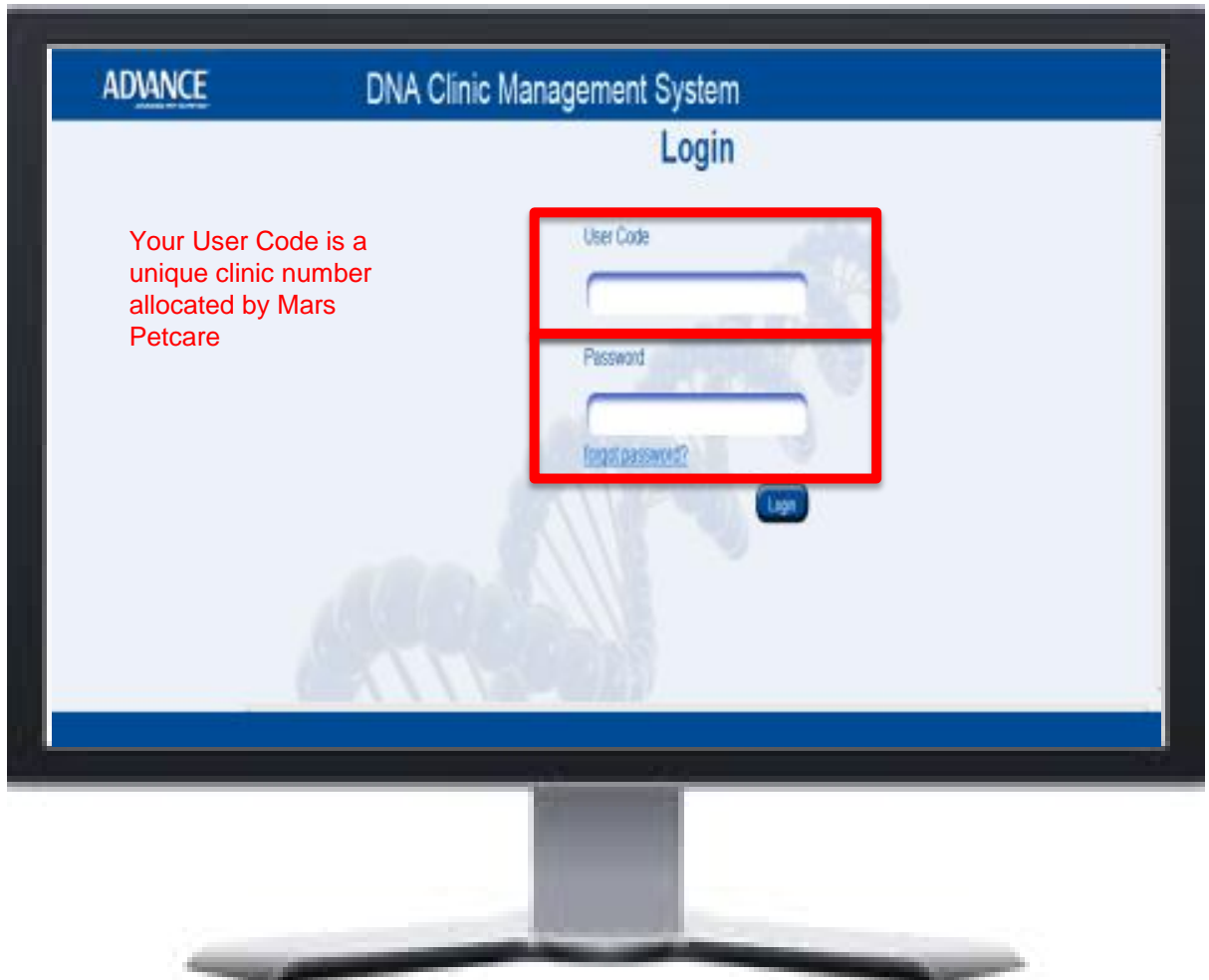
<http://www.advancepet.com.au/vet-login.aspx>

Enter your clinic number and password details in the login boxes.

If you have forgotten your clinic number please contact your rep. If you have forgotten your password, you can obtain a new one by clicking the ‘forgot your password’ link.... A new password will then be sent to your email address.


Always ensure you check your spam folders or junk mail.

Note: ~ You DO NOT need a new password if you have changed your email address, Just login with your new email address and old password.



If you have any problems accessing the DNA Results Login please contact your local representative. If you cannot get hold of your local representative, please call our customer enquiries line on **1800 640 111**

Upon successful login, your test history page will appear. From here you can see what the status is on all DNA tests. A test that is completed and ready for download will have “Yes” in Report Available.

After clicking  to retrieve the selected report, the report will start downloading. The report will be in a PDF format.

Once the report has been downloaded, please save it in a safe place



Click Icon for report

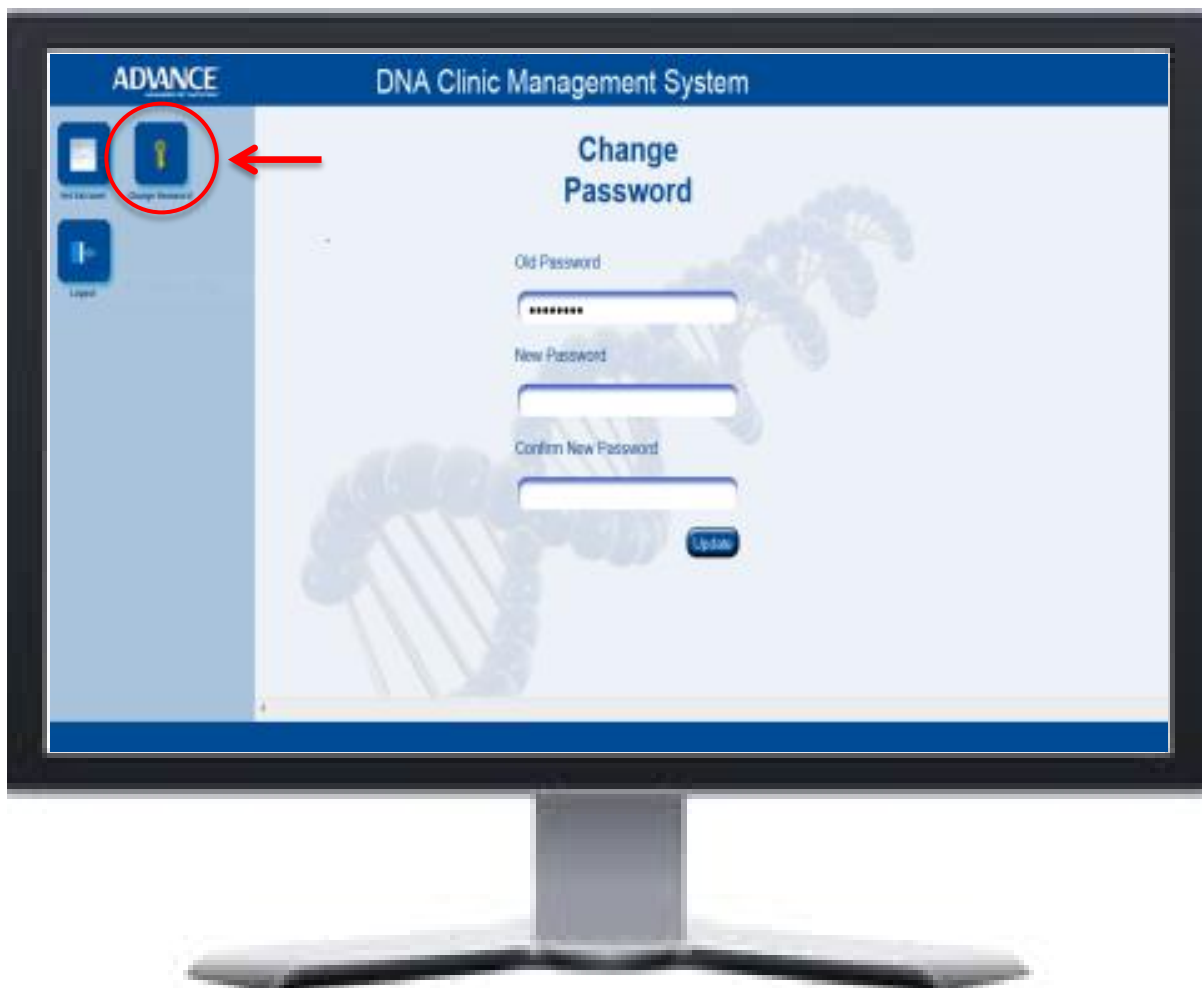
You can also change your password by clicking on “Change Password”



Make up your own or use one that has been generated and ensure everyone in the clinic knows what it is along with your clinic user code.

Our clinic user code is:

Our clinic password is:



Consumer

- Nothing changes from the consumers perspective. Vets own the relationship with their clients not MARS Petcare
- It is ideal to have vets receive the report before booking a consult with owners, so they can take them through the results properly
- It is strongly recommend that clinics watch Fido's story on you tube www.youtube/advance so they can explain results better
- Clinics can either print out the report in colour or email it to the pet owners so they can print their own certificates
- If a clinic or owner questions the results our customer enquiries team need to be contacted (**1800 640 111**) so the findings can be investigated. This investigation will take up to 3 weeks as our genetic expert panel review each case. The following information **MUST** be provided.
 - Sample Id:
 - Owner's Name:
 - Dog's Name:
 - Pictures of the dog



Ordering Kits

- Orders are faxed or can be emailed through.
- Orders (pack of 6) are sent out daily and recorded by ASAP – date sent and quantity!
- The following email is sent to the vet when ASAP receive samples and log them in



Meet George, Only call this man if you have issues getting kits

Dear Vet,

The following sample(s) have arrived at ASAP and have been logged for testing:

Charlie - 8001225

The following tests were ordered:

Advance mixed breed DNA ID test

Total Charges: \$70.00

Results and status of the sample can be viewed at www.advancepet.com.au/dna by using your unique log in details.

If you have any queries please contact your ADVANCE representative or phone us on 03 9562 5077.

Regards, ASAP