International Genetics, Inc
Breed Better Dogs

ORDERING TEST KITS:

We have a new procedure for ordering the kits and processing your samples. Briefly, here is what you will need to do:

- Go to our website, www.ingen.bs and click on ORDER DNA TESTS HERE on the left hand side of any page. (Please feel free to look around the site for any additional information you made need or want about the changes we have made. The Q&A page is a good place to start.)
- Create an account with us using your preferred email address and use a password that you can remember. You will need this login information to access your Customer Portal page from now on. Be sure to complete the form entirely - this adds you to our database as well as sets up your order. If you don't want to order kits at this time, you can simply logout. But you will use the login information when you want to place an order in the future or to get to your Customer Portal.
- When you get to the store, you will see a box on the upper left side that says, "Categories – Tests by Breed". Click this link and it will bring up a list of the breeds we test. Select your breed from this list.
- This will bring up the list of tests we have for your breed. Click on any test that you want to order, such as pra-PRCD.
- This takes you to the next page where you can add additional tests for the dog (DM, vWD, EIC, MDR1) and select the number of tests you need to purchase. Click Continue.
- Work through the pages of the order form, entering any information necessary and clicking the "Continue" button in the bottom right of each page. If the form doesn't say "Back" on the bottom left, the shopping cart will not let you go back at that point. You can click on the Shopping Cart icon at the top of the page and get back to your cart should you need to make changes, but this might throw the order into a "pending" status.
- You will advance through our store and when it comes time to enter your credit card information, you will be directed to the Global Collect website. This is the bank that processes our credit card orders and their server is totally secure and encrypted. Click on Submit order and you are done.

At that point, we are notified that an order has been placed and the information is collected by Genetic Fulfillment and your kits are sent out to you the same day (if the order is received before 4:00 pm). From that point on, you can track your kits through your customer portal.

COLLECTING SAMPLES – ENTERING DOG'S INFORMATION

When you collect the samples for your dogs, you need to go online and enter the information for each of the dogs you are testing. Go to the line for each Profile number and click on ENTER PET. This will move you through the process of entering their name, date of birth, breed, color, weight, eye color, breed registry name (AKC, CKC, ALAA, etc.) and registry number, etc. **Remember, what you type in these fields is what will show on the completed certificate**. For instance, if your dog is named Ch Empire of the Sun but you call him Skippy and you type in Skippy in the name field, that is what will show on the certificate. We suggest that you use the "real" name because it just looks more important! Also write the name on the Sample Envelope that was used in this online data entry to allow your test to process through the labs when it's received.

Then, making sure that the dog you entered online is the one whose samples are in the envelope (match the profile numbers) you return the Sample Envelopes (with the two swabs) to Genetic Fulfillment USA, P. O. Box 2257, Marietta, GA 30061. There will be an envelope with your order that you can use for this return. We do not need or want any of the profile data sheets for your dogs; these are for your files. If you want a signature for the receipt of your samples, please send to the physical address: Genetic Fulfillment USA, 1395 Cobb Parkway NW, Suite G, Marietta, GA 30062. This address is also included in your order package.

COMPLETED CERTIFICATES

When the tests are completed, you will be notified by email (please add info@ingen.bs to your approved email contact list) that you can go to your Customer Portal and view, save or print the certificates on each of your dogs. We no longer provide a printed copy of these results but do allow you to keep them online forever!

I know this is long but I hope it answers all of your questions on the kits you have and future kits you purchase. If not, please let me know and I'll get right back to you.

Thank you!