



Information for CCIA Approved Tag Dealers

insights

FEBRUARY 2019

Are you looking for your annual tag inventory invoice?

This year CCIA has emailed the invoices rather than sending them through Canada Post.

If you have not received your invoice please contact:

Tracey Ennis, Dealer Registrar
1-403-476-1983
tags@canadaid.ca



CCIA has a new logo!

CCIA is a world-class leader in livestock traceability and this is reflected in the clean, linear, open maple leaf design. The logo symbolizes our role as a national, industry-led institution, represented by 16 livestock organizations from across the country. The simple, yet elegant design embraces our stance that the CCIA is more than "cattle identification", we are a multi-species data management organization leading the way in traceability initiatives and food safety.

Meet our Field Service team



Our Field Service team is made up of Lisa Pawlick (right), Jody Scheirlinck (centre) and Jenn Taplin (left). The team was established in early 2018 and is the Canadian Cattle Identification Agency's first point of contact for assisting dealers with in-person training and education. We like to think of these ladies as the faces of CCIA.

A field team member can be found representing CCIA at trade shows and agriculture related events across Canada. Each field team member is a subject matter expert, offering virtual training sessions, presentations and webinars, as well as face-to-face training. The goal of the team is to help tag dealers remain compliant with the regulations.

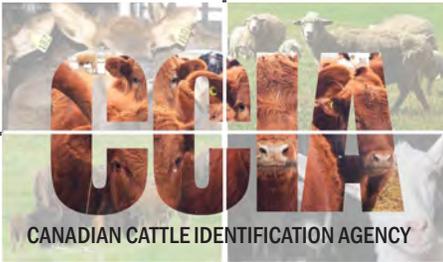
Dealer administrative needs are processed in the Calgary office by CCIA's Dealer Registrar, Tracey Ennis. Tracey is an integral part of the team as she is responsible for collecting and filing required information such as commercial liability insurance, licensing agreements, invoices and all relevant documentation for Dealers.

The Field Service team is another example of the CCIA's varying degree of service. We offer a fully-functional app for the technologically inclined, Client Support Representatives who are just a phone call away, and the Field Service team who can provide in-person service. This is our way of helping make traceability work for everyone.

TAG TIP #1:

Place your tag orders ON-LINE!

tags.canadaid.ca



insights

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TAG TIP #2:

Setting up a new account

We are able to create and provide an account number to dealers in a timely manner when producers provide complete contact information. Having all the information supplied at the time of the request prevents delays in the process.

**For new producers or
account searches:
info@canadaid.ca
FAX: 403-275-1668**

Here are a few friendly reminders when requesting a new account:

- 1) Provide COMPLETE purchaser contact information - Name, Farm Name, Address, Phone Number, Email Address and Premises Identification (PID).
- 2) Indicate if the tags sold are cattle or sheep.
- 3) If a purchaser does not have an account or know their CCIA account ID number, please submit a new account request form. This can be found at: <https://www.canadaid.ca/wp-content/uploads/2019/01/New-Account-Request-Form-Producer-EN.pdf> to CCIA.
- 4) CCIA has 24 hours to provide an account number. On occasion, CCIA has to contact the producer to confirm their information. If we do not hear from the producer after the 24-hour window, we will create a new account and send the account number to the dealer.

What are my tag dealer responsibilities?

As a CCIA Approved Tag Dealer you are responsible for gathering information from producers at the time of sale in order to issue tags in the CLTS. It is important to gather as much information from the producer as possible so the CCIA account ID can easily be located.

You are also required to keep all sales information from the last five years, submit all information within 24 hours of the sale, and ensure tags are kept in a secure location to remain compliant.

This is all part of the tag life cycle. The producer is the first step in maintaining traceability. Collecting complete contact information is important to ensure that tags are issued to the correct account.

PID ASK FOR IT RECORD IT

The amendment to the **Health of Animals** regulation will make it mandatory to provide a provincial issued PID in order to purchase approved tags.

TAG TIP #3:

Making changes to your account

Staying organized and practicing good file management will help you keep up-to-date and remain compliant with traceability regulations. It is a good idea to keep records of any changes you make to your account. Make note of when your Commercial Liability Insurance expires and send us a new copy as soon as possible.

Please keep us advised of changes in ownership, location, amalgamations, etc.

Every location has to have a CLTS account, even if it is a satellite location – if tags are issued from a location it must have its own CLTS account.

Any changes to your account such as email, contacts, phone numbers etc. – please advise – so we have the most up to date information.

Our Field Service team members are available via phone or email to help assist you with any updates you may have for your account.

Questions/Concerns with
Inventory/Dealer
Account Changes:

fieldspecialist@canadaid.ca
1-877-909-2333
ext 263, 264 or 265



We are here to help!

Email: info@canadaid.ca

