


How to Order SeekSire™ Parentage


Most of us are accustomed to ordering online these days and if you have trouble at any point you can contact customer support at 877-IGENITY, DNAHelp@neogen.com.

Video tutorial at: <https://www.neogen.com/genomics-how-to/>

Setting Up Your Account

Go to www.neogen.com. Click “Login/Register” ( symbol). If you are an existing customer using this new system for the first time, you may have to click on “forgot password” under login to get a new password. If you are an existing customer and are having difficulties registering, please call customer service for assistance (877-IGENITY). Please do not register as a new customer.

For new customers, click “I am new to NEOGEN”. Enter your information. If you would like to set up credit to allow billing later rather than using a credit card, complete the credit application. You will have to pay with a credit card the first time unless you are willing to wait for the credit application process.

When you are logged in, there will be a dropdown arrow next to the login symbol  ▾


To Order Sample Supplies (TSU, Blood Cards, Hair Cards)

Go to: Solutions, then Genomics, then Sampling Equipment. It is easiest to just type the product number (seen below) in the search box.

The TSU sampling gun is the “Tag Applicator” item 528. Simply type “528” in the search bar.

TSU vials are called “Tissue Sampling Unit” item 531. They come in 10 packs, 100 packs or 200 packs. The 10 packs come in small boxes pre-labeled with the vial number on which to record your animal ID. The 100 pack come in a similar fashion, but larger volume, and 200 packs will be large boxes of loose vials for large operators with QR scanners.

Blood card, item 525, hair card, item 527. There is an additional \$5 fee per sample for using hair.

Pro Tip: Once you have found items you will use repeatedly (sampling equipment and tests), click “add to list”  create yourself a custom list of these frequently used items. This list will appear under the drop down near your login name and you will not have to find these items in the future.

To Order SeekSire parentage

Easiest to just type the product number (243) or SeekSire in the search box on Neogen’s website www.neogen.com.

SeekSire Parentage, Item 243 – \$17 alone. Verify parentage matching calves to sire or dam.

Click on “View”, “Download the submission form”.

To Complete the Form

The Submission form will open in Microsoft Excel. The “Read Me” tab has all instructions necessary on how to complete the form.

The website is not compatible with MAC based computers or phones. Please contact customer service to obtain an order form.

Fields listed in red must be completed. Mark all desired tests for each animal.

To include a sire or dam match, complete the "Parent Information" tab. If the animal is already on file, include their registration number, Animal ID and/or barcode from previous submission. Providing the barcode is the fastest and easiest method. If providing a registration number of an AI sire, include the Association name or breed name.

If your sire and/or dam have already been tested, the person who paid for that test owns the parentage markers and must release them to you for your use, in an email to DNAHelp@neogen.com. The email must include their name, your name and the specific animal ID (preferably barcode or sample number). If you own the sire and/or dam and they have not been tested, you must submit a sample of them to confirm parentage. There is no master database of all animals to which to compare and Neogen does not verify breed percentage, only parentage.

Upload and Pay

Once complete, save as Excel file (xls) on your computer, then proceed to upload template within the product page. Drag and drop the file in the upload box or click "upload file" and select the Excel file you saved to your computer.

If there are discrepancies that exist within the sample upload, error messages will display on the screen. All errors must be fixed within the Excel template. The order cannot be placed in cart until there is a successful upload without errors.

If the upload is successful, you will get "Upload Successful". Scroll up and hit "Add to Cart". Go to cart and "View Full Cart", double check that test numbers look correct. Once confirmed, "Proceed to Checkout".

You can pay with a credit card. For testing, your credit card will not actually be charged until results are created, the initial processing is a temporary charge.

Submit Samples

SHIP SAMPLES TO:

Neogen Sample Reception

4131 N 48th Street

Lincoln, NE 68504

Phone: 402-435-0665

Email: DNAHelp@neogen.com

Mail TSU vials in a box, not envelope. Print and include your sample receipt (confirmation) with your samples which you will receive after completing the online transaction.

Results

Results usually come in about 4 weeks and will be emailed to you.