

TRANSFERRING CHIP TO ADOPTERS

TSCA Rescue & Health Trust has an account in the pet professional portal, aka The Hub, on AKC Reunite. When we intake a Tibbie, we either chip it (if not already chipped) or obtain the prior chip number. We then register the chip on our AKC Reunite account. When the adoption is finalized with the *Adoption Agreement*, we transfer chip to the adopter.

1. Access AKC Reunite Hub at <https://apps.akcreunite.org/cares-pub/hub/login.car>.

THE HUB

The HUB is for pet professionals to easily manage their clients' microchip enrollments, handle transfers, purchase microchips and take advantage of other valuable microchipping resources.

[QUESTIONS? VISIT OUR HUB FAQ](#)

[Forgot PIN CODE?](#) [Don't have a PIN CODE?](#) [FORGOT PASSWORD?](#)

LET'S GET STARTED

WELCOME TO THE HUB!
****You may notice a change during login****

If you normally use your zip code for login, please enter your zip code as your password. You will then be prompted to create a password immediately AFTER you login. Please call 800-252-7894 if you need assistance.

ENTER PIN CODE OR USER ID

PIN CODE OR USERID

ENTER PASSWORD

PASSWORD

By logging in you agree to our [Terms of Service](#) | [Privacy Policy](#)

LOGIN

2. Enter PIN **5123162** and password **rescue**. Click Login.

The app displays the options.

WHAT DO YOU WANT TO DO TODAY?

PROFILE
View Account Profile

ENROLL OR TRANSFER A PET
Protect a Pet

ENROLLMENT RECORDS
Review Enrollment Records

3. Select the Enrollment Records box.

The app displays all the Tibbies enrolled on our account.

ENROLLMENT RECORDS

Choose a tab below to help find a particular type of record.

ALL ENROLLMENTS
MY PETS
OTHERS' PETS
UNENROLLED MICROCHIPS

DOWNLOAD TO EXCEL

ENROLL DATE ▼

10 ▼

Prev [Next](#)

ENROLL DATE	IDENTIFIERS	PET	CONTACTS	ACTIONS
12/01/23	Microchip IDs 985141006613432 Collar Tag IDs 985141006613432 Enrollment Key 17006869	 TEDDY Update Pet Info Report Pet Lost	Primary TSCA Rescue & Health Trust Alternates Cynthia Brown <div style="background-color: #0056b3; color: white; padding: 2px 5px; display: inline-block; margin-top: 5px;">ADD ALTERNATE</div>	Order ID Tag Add Service Report Pet Lost Update Pet Info Print Record <div style="background-color: #ffff00; padding: 2px 5px; display: inline-block; margin-top: 5px;">Transfer Pet</div> View/Add Notes

4. On the record of the dog you're transferring, click Transfer Pet under Actions (highlight above).

The app displays the Pet Information page pre-filled with the data previously entered for this dog.

ENTER YOUR PET INFORMATION

Enrollment in AKC Reunite will help ensure the safe return of your pet when they are found, but does not signify ownership.

[How to transfer a pet](#)

ID Number Type (required)

Microchip ID ▼

Microchip/ID Number (required)

985141006613432

Species (required)

Dog ▼

Microchip/ID Number Confirm (required)

985141006613432

Breed

Tibetan Spaniel ▼

Pet Call Name

Teddy

Color / Markings

Particolor

Gender

Male ▼

Spay/Neuter

Yes ▼

Birth Date (required)

04/30/23

Complete this section if you want to include your AKC Reg. # and not entered above (optional, can add later).

AKC Registration #

NEXT STEP

PET INFORMATION

PRIMARY CONTACT

ALTERNATE CONTACT

VETERINARIAN

SELECT PET ID

PET PROTECTION

REVIEW

5. If you need to update any of the data previously entered, change what you need to change. Click Update. Otherwise, click Next Step.

The app displays the Primary Contact Page.

6. Enter the adopter's phone in the Primary Phone field.

When the adopter already has a record in AKC Reunite, the app displays a pop-up Matching Contacts Found.

Example: If the adopter was previously the fosterer, we would have entered their info as Alternate Contact. You're just switching their info from Alternate to Primary Contact

The screenshot shows the 'ADD PRIMARY CONTACT' form. At the top, it says 'The Primary Contact is the first person AKC Reunite should call when this lost pet is found.' Below that, it asks to fill out the form for the enrollment primary contact. The form has several sections: 'Primary Phone (required)' with a text box containing '9498709526', 'Ext.' with an empty text box, and 'Country' with a dropdown menu set to 'United States'. There is a checkbox for 'Text msg. enabled' which is checked. Below that are 'First Name (required)' and 'Last Name (required)' text boxes. The 'Alternate Phone' section has a text box with 'XXX-XXX-XXXX', 'Ext.' with an empty text box, and 'Country' with a dropdown menu. It also has a checked 'Text msg. enabled' checkbox. The 'Primary Email' section has an empty text box. The 'Home/Billing Address (required)' section has a 'Street' text box, followed by 'City', 'State/Province' (dropdown), 'Postal Code', and 'United States' (dropdown). The 'Shipping Address' section has a checkbox 'Check if same as billing address' which is unchecked, followed by a 'Street' text box, 'City', 'State/Province' (dropdown), 'Postal Code', and 'United States' (dropdown). A pop-up window titled 'MATCHING CONTACTS FOUND' is overlaid on the form. It says 'We found the following contacts matching the phone number you entered. Select and confirm a contact or cancel to continue :'. Below this, there is a radio button next to the text 'Kaneka Chhim - Aliso Viejo, CA USA'. At the bottom of the pop-up are two buttons: 'CANCEL' (blue) and 'CONFIRM' (green). At the bottom right of the form is a green 'NEXT STEP' button.

7. There are two options:
 - If the matching contact is the adopter, click Confirm.

The app will pre-fill the person's info on Primary Contact.

- If the matching contact is not the adopter, click Cancel. Complete the adopter's contact information. Click Next Step.

Since the pet is already enrolled to TSCA Rescue, a pop-up to confirm the transfer comes up.

- 8. Click Approve Transfer.

The app displays the Add Alternate Contact page.

PET ALREADY ENROLLED!

This pet is currently enrolled with AKC Reunite to TSCA RESCUE & HEALTH TRUST. Please check that the pet ID number **985141006613432** and primary contact information you entered are correct if you do not intend to transfer the pet.

You can continue entering the pet's enrollment information and, once your order is completed, the enrollment will be transferred to the primary contact you have entered/selected and an enrollment confirmation e-mail sent to the new primary contact.

[CLOSE](#) [APPROVE TRANSFER](#)

- 9. The Alternate Contact is set up to automatically default to TSCA Rescue & Health Trust. **Do not change it.** Being on the record ensures we are notified if the dog turns up in a shelter in the future. Just click Next Step.

ADD ALTERNATE CONTACT

The Alternate Contact is a trusted family member or friend that AKC Reunite should call if we cannot reach you and your pet is found.

- Default Alternate Contact** Use your default alternate contact - [TSCA Rescue & Health Trust](#) - for this enrollment. Contact your AKC Reunite sales rep to change your default enrollment contacts.
- Do Not Add an Alternate Contact to Enrollment** Enrollment will not include alternate contact information. You can add alternate contact information to the enrollment through our Online Records System.
- New Alternate Contact** Create a new alternate contact.

[NEXT STEP](#)

- PET INFORMATION
- PRIMARY CONTACT
- ALTERNATE CONTACT**
- VETERINARIAN
- SELECT PET ID
- PET PROTECTION
- REVIEW

The app displays the Veterinarian page.

- 10. Do not enter a veterinarian. The adopter can add later their vet later, if they wish. Click Next Step.

The app displays the Select Pet ID page to try to sell a special tag. However, remember that we already received a tag when we first enrolled the Tibbie.

11. Do not select any special tags. We will send them the basic tag we received with the initial enrollment. The adopter can select a fancier tag later on. Scroll down and **click No Thanks**.



The app displays the Pet Protection page to try to sell a protection plan.

12. Do not select a plan. The adopter can select a plan later on if they wish. **Just click No Thanks**.



The app displays a Review page.

13. Go over the information to make sure it's all correct. Then click Complete Order.

REVIEW PET ENROLLMENT INFORMATION

Please review the enrollment information you entered is correct. If you need to make any changes, just click on any of the tabs to the right to go back.

PET INFORMATION change	VETERINARIAN change
Call Name: Teddy	Not Provided
ID Number Type: Microchip ID	PET ID TAG OR COLLAR change
ID Number: 985141006613432	None Selected
Species: Dog	EXTRA PET PROTECTION change
Breed: Tibetan Spaniel	Backup Plan: Not Selected
Birth Date: Apr 30, 2023	Lost Pet Alert Service: Not Selected
AKC Reg. #: Not Provided	Pet Poison Helpline Service: Not Selected

PRIMARY CONTACT change
Name: Cynthia Brown
Address: 2603 Elston St Livermore, CA 94550
Primary Phone: 925-251-1944
Alternate Phone: Not Provided
Email: cynthia.l.m.brown@gmail.

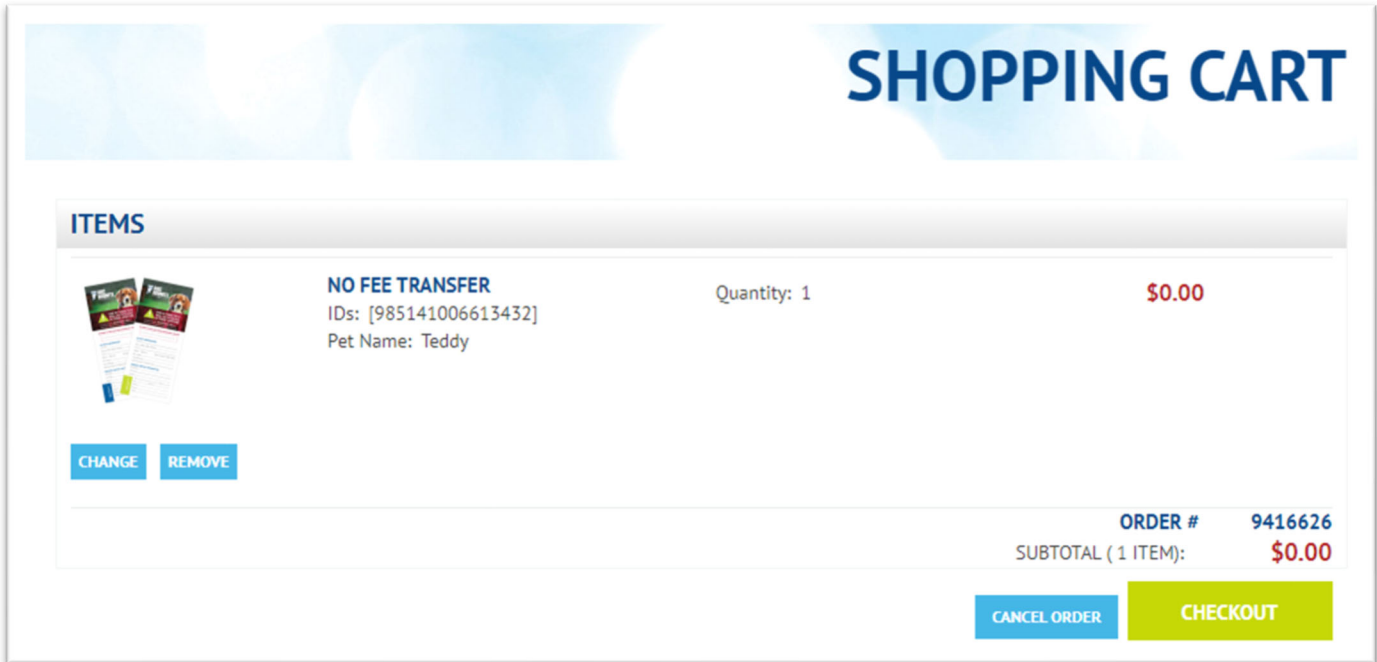
ALTERNATE CONTACT change
Name: TSCA Rescue & Health Trust
Primary Phone: 302-270-2881
Alternate Phone: 302-335-3191
Email: info@tstrust.org

[ENROLL ANOTHER PET](#) [COMPLETE ORDER](#)

- PET INFORMATION
- PRIMARY CONTACT
- ALTERNATE CONTACT
- VETERINARIAN
- SELECT PET ID
- PET PROTECTION

[REVIEW](#)

The app displays the Shopping Cart page. *Note: The amount charged is 0.00. AKC Reunite does not charge rescues for transferring to adopters unless you order a special tag or plan, which you should not.*



14. Click Checkout.

The app displays the Checkout page.



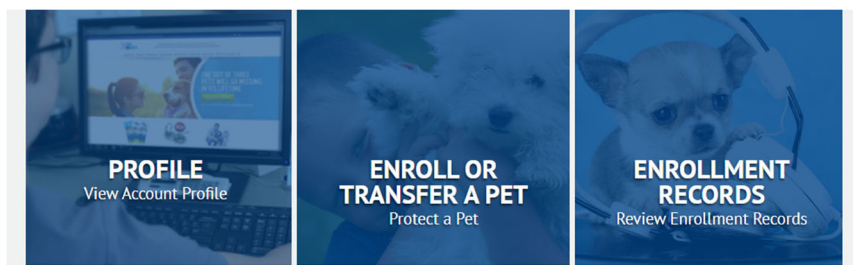
15. Click Submit.

The app displays a confirmation page.


16. Click Hub Home Page on the right.

The app displays the Home page.

17. Click the Enrollment Records box.



18. Select the record for the dog you just transferred. *Note: The adopter is now Primary Contact and TSCA Rescue is locked in as Alternate Contact.*

ENROLL DATE	IDENTIFIERS	PET	CONTACTS	ACTIONS
01/14/24	Microchip IDs 985141006613432 Enrollment Key 17166469	TEDDY	Primary Cynthia Brown Alternates  TSCA Rescue & Health Trust	Order ID Tag Add Service Print Record Transfer Pet View/Add Notes

19. To retain a record of the registration, click Print Record under Actions on the right. Save the result as a pdf in the Drive folder for this rescue. Also, send the confirmation to the adopter along with the basic tag you received when you registered the Tibbie on in-take.

PET ENROLLMENT VERIFICATION

TEDDY

Enrollment Date: 01/14/24 05:27 PM | Information current as of 01/14/24 06:02 PM

PET SUMMARY INFORMATION

PET NAME	SPECIES	BREED	GENDER	BIRTH DATE
Teddy	Dog	Tibetan Spaniel	Male	04/30/23

PET ID NUMBERS

MICROCHIP IDS	COLLAR TAG IDS	OTHER IDS	ENROLLMENT KEY
985141006613432			17166469

PRIMARY CONTACT INFORMATION

NAME	ADDRESS	EMAIL	PRIMARY PHONE
Cynthia Brown	2603 Elston St Livermore, CA 94550	cynthia.Lm.brown@gmail.com	925-251-1944

ALTERNATE CONTACT INFORMATION

NAME	EMAIL	PRIMARY PHONE	ALT PHONE
TSCA Rescue & Health Trust	info@tstrust.org	302-270-2881	302-335-3191

VETERINARY PRACTICE INFORMATION

NAME	EMAIL	PRIMARY PHONE
No Veterinary Practice Provided.		

EMAIL FORM

PRINT FORM