

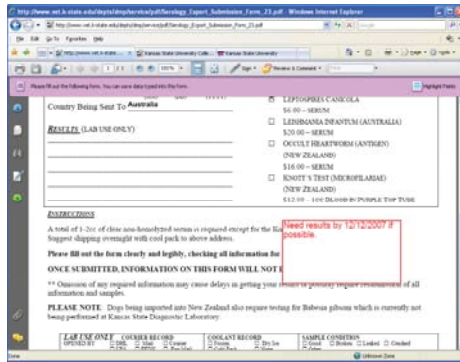
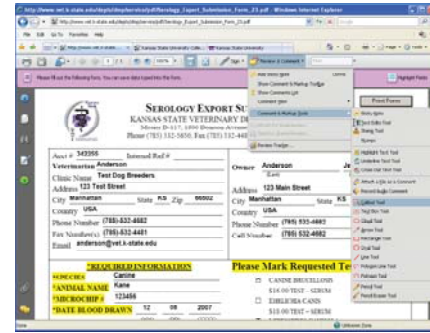
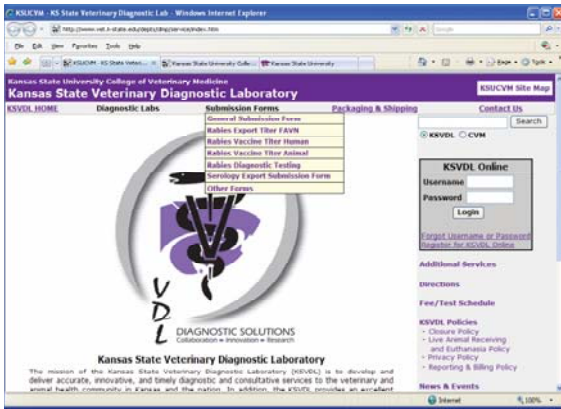


KSVDL Submission Forms

by Jeff Anderson, BS, Computer Information Specialist

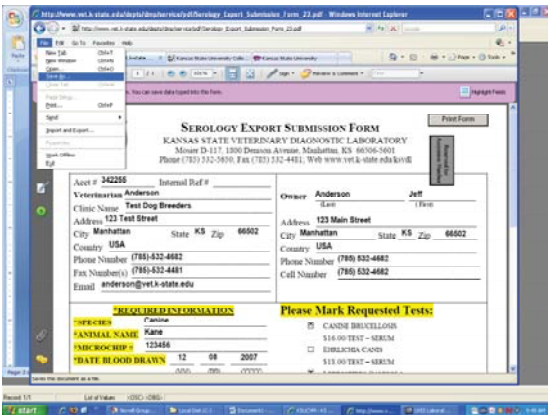
KSVDL has been making improvements to the online submission forms, making it easier for you to submit samples. The major change we have made is to make our forms PDF documents with interactive fields. This allows our clients using a computer to retrieve a form, complete it, and then print for sample submission. We have made our forms using features of Adobe Acrobat Professional Version 8, which allows you to save your completed forms and/or add comments using the Adobe Acrobat Reader comment and markup tools. The second change is that we have added all our forms to the 'Submission Forms' list on our KSVDL webpage. This allows for easy access to each of the forms for submitting samples. The third change is we added a new URL to access our webpage. You can now access our webpage by using www.ksvdl.org.

Step-by-step Instructions: Access the webpage using www.ksvdl.org. When our webpage is displayed, hover your mouse over the 'Submission Forms' link and a list of forms will appear. A partial list is shown below.

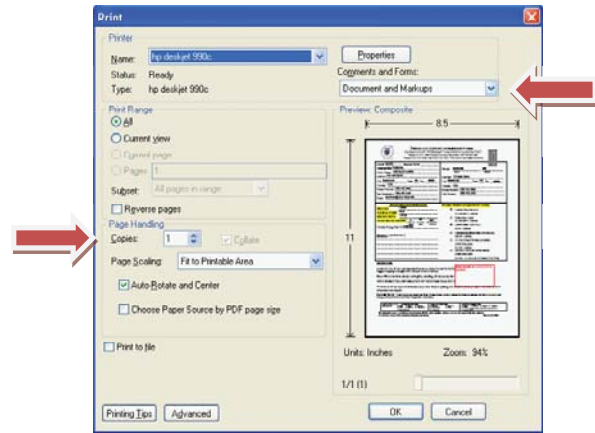


Select your desired form by clicking on it. The desired form is then opened using Adobe Acrobat Reader. Our new features are available using Adobe Acrobat Reader Version 6 or later. We recommend using Adobe Acrobat Reader Version 8. This software is free and the latest version can be downloaded from www.adobe.com using the icon.

When the form is displayed the fields may be completed by typing in the fields. We have enhanced our forms by using the 'Enable Usage Rights' feature of Adobe Acrobat Profession Version 8. This allows for saving forms using the 'File> Save As...' option.



When complete, click on the 'Print Form' button to print the form to be sent with your sample submission. Extra copies may be printed for your records. If you have added markups to the form, you will have to select 'Documents and Markups' on the Print Dialog Box.



Hope you enjoy these enhancements in order to make sample submission easier. Our next step in this process is to accept electronic sample submissions via KSVDL Online. Look for this update in the first quarter of 2008. Sincerely,

Jeff Anderson

Another feature allows you to add comments or markups to the form. Just be sure not to cover up or hide any fields on the form when using comments or markups.

KDAS/KSVDL Accounting Office: Frequently Asked Questions

Q: Why does my invoice say “This is not an invoice.”? Can I get my invoice to pay from?

A: Your payment invoices are produced and mailed at the beginning of each month. This invoice reflects the total of all tests billed during the month. You should reconcile your Summary of Charges (the document received with each test result) beginning with the charges detailed on page 2 of the monthly invoice.

Q: Why am I (the submitting clinic) receiving an invoice for a test that the owner paid for?

A: As the submitting clinic you are ultimately responsible for all charges, as stated on the submission paperwork. If you are receiving an invoice with charges, it is because a form of payment from the owner was not included with the submitting paperwork or the form of payment was declined by our bank or Merchant Services.

Q: I already paid for a test. Why am I receiving a statement for \$5 (or another amount) for the same test?

A: In most of these situations, you are receiving this type of invoice

because only a partial payment was submitted. In some cases, the payments are a reflection of 2006 test prices so the balance reflects the 2007 test price. As announced early in 2007, our test fees were updated effective July 1, 2007. Please visit our website at <http://www.vet.k-state.edu/depts/dmp/service/tests/testindex.asp> to see the current fee schedule.

Q: Can I give you my credit card so that charges can be paid each month automatically?

A: Yes. We have a form which may be completed if you wish to have a credit card on file with us. Each month, when invoices are run, we will process your current charges on the credit card on file. We will mail a receipt and invoice to you indicating the charges made against your credit card.

Q: Why are you now requesting the CVV or security code when I pay by credit card?

A: Our Merchant Services is now requiring this information when we process credit cards because the cardholder is not present for the transaction.

Rabies Testing: Frequently Asked Questions

Questions not answered on this page are welcome to email us at: rabies@vet.ksu.edu. Or for urgent issues call 785-532-4483.

Rabies Serology for Animal Export

Q. Do you run the RNATT?

A. RNATT stands for Rabies Neutralizing Antibody Titer Test. Both the RFFIT and FAVN are methods that measure Rabies Virus Neutralizing Antibody (RVNA) titers. RNATT is a general term for the RFFIT and FAVN methods.

Q. How long should I wait after my pet has been vaccinated before drawing the sample?

A. We advise waiting 3 weeks between vaccination and draw date. However, some countries have different requirements and because of this we recommend directly contacting the country of destination. For example, Sweden requires a 120 day wait period between vaccination and sample draw date.

Q. How long does the test take?

A. Once the sample has been received, the test normally takes about 2-3 weeks to complete. We process samples in the order they are received, and we recommend checking with the laboratory since the turnaround time varies with sample load and holidays.

Q. How can the test be expedited?

A. Since we process the samples in the order they are received, we do not expedite or rush samples. We are also unable to guarantee specific dates for results. The laboratory works as quickly as possible to process the samples and provide uncompromised test results.

Q. Where is the original result document?

A. If the pet is traveling to Hawaii, Guam or any of the Caribbean Islands, the original document has already been forwarded to the destination.

If the pet is traveling somewhere other than Hawaii, Guam or the Caribbean Islands, we send the original document to the submitting laboratory or clinic. However, if the sample was sent through a reference laboratory (i.e. Antech, Idexx, etc.) the clinic will need to contact the reference laboratory directly to obtain the original result document. Most destinations will accept a copy of the results and we are able to fax government authorities if needed.

Q. My pet’s rabies titer failed (was <0.5 IU/mL), what’s next?

A. Most rabies-free countries have extended quarantine periods for pets that don’t meet minimum requirements. If you want to revaccinate the pet and try testing again, we recommend waiting three weeks after the booster before drawing a new sample. Please double check the results to make sure the pet actually failed (<0.5 IU/mL).

Q. When does the 120 day countdown begin for Hawaii?

A. The day the sample is received at the KSU Rabies Laboratory begins the countdown. As long as the titer result is of a passing level (>0.5 IU/mL) and within 120 days after the received date, the animal will be eligible to enter Hawaii.

Rabies Serology for Vaccine Response

Q. What do the rabies titer results mean; is 1:50 greater or less than 1:5?

A. See linked documents Understanding Rabies Titers for Animals (http://www.vet.k-state.edu/depts/dmp/service/rabies/pdf/Understanding_Rabies_Titers_animals.pdf) or Understanding Rabies Titers for Humans. (http://www.vet.k-state.edu/depts/dmp/service/rabies/pdf/Understanding_Rabies_Titers_humans.pdf)

Q. My unvaccinated/overdue pet was bitten by a known/suspected positive animal. Will a titer test tell me whether my pet has rabies?

A. Titer testing is not generally a diagnostic tool. But if the animal has never been vaccinated, a titer would indicate exposure. Unfortunately, the absence of a titer is not a rule-out for rabies diagnosis, since some rabid animals may not have detectable levels of rabies antibodies. If an animal has a vaccine titer, then a sudden spike might indicate disease.

General rabies serology

Q. Does the sample need to be frozen?

A. No, refrigeration is all that is required. The sample should be sent with coolant packs when shipped. Please find additional shipping requirements on our submitting information form.

Q. Are the results available by the website?

A. No, the results cannot be obtained through the internet. They will need to be obtained from the submitting laboratory or clinic.