

Red Angus Association of America and COVID-19

Dear RAAA Members,

We are aware of the preventative steps that have been taken around the U.S. and the world to slow the spread of COVID-19. As we have progressed throughout the week(s), RAAA continues to monitor the situation closely and is continuing to stay fluid as adjustments are made.

At our headquarters, our intention is to maintain daily business activity as close to normal as possible. Colorado has been placed under a stay-at-home order, however, RAAA has been labeled as “essential.”

If circumstances were to change, we have an action plan in place to best service our members. This includes incoming and outgoing phone calls and mail, along with day-to-day operations. This also includes DNA sample submissions being sent to the lab for processing.

Here are some items that can help us stay as fluid as possible to best serve our members:

1. Have a question? Email data@redangus.org which is received by all office staff. This will help us answer your questions faster.
2. Utilize REDSPro tools for Registrations, Transfers, Corrections and Payments - all can be completed online without staff assistance.
 - Please submit data online in REDSPro or electronically to data@redangus.org as much as possible vs. mailing a hard copy. However, if you must send in a hard copy, please scan and email to data@redangus.org or fax to 888-829-6069.
 - If you have an error in your job, please email data@redangus.org for assistance - include the job number and the error/question.
 - If registration certificates are not needed right away, please select N to print. These can be printed at any time and at no extra cost.
 - Payments can be made under the My Account tab. Questions regarding billing can be emailed to halla@redangus.org.
3. View additional resources available at RedAngus.org/Herd Management for step-by-step tutorials, RAAA Rules and Regulations and our How-to-Guide to help answer your questions.
4. If you have a question that involves assistance via phone please be patient with our phone system and our call volume. If no one is reached, leave a message and we will get back with you ASAP. Consider scheduling an appointment to help with your questions.
5. Need to order tags? Call Jeananne at 940-387-3502 ext. 2 to complete the question and answer session, which must be completed via phone. If unreachable please leave a message.
6. When submitting DNA samples make sure that all necessary items are included: samples, completed order form with test(s) marked, signature and include full payment. If at all possible, please also send an electronic order form to DNA@redangus.org. Completing all these items will ensure that samples are going out as fast as possible. Neogen has been deemed an essential business by the Department of Homeland Security.
7. Need a test kit? DNA test kits can be ordered by emailing DNA@redangus.org with the number of kits that are needed.

Please find comfort in knowing that all Red Angus staff members are in good health and working to serve you, as per usual. Also, know that we are all in this together and we encourage you to communicate any concerns you may have.

We will continue to update you, our valued members and customers, as necessary when/if changes occur in the week(s) ahead. For the most up-to-date information please view our weekly eNews and/or the REDSPro announcements page.

Best regards,

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RAAA Director of Office Operations