

Frequently Asked Questions

1. Where is my CERF certificate? I had my CERF examination a couple months ago and have not seen my certificate yet in the mail. To receive a CERF certificate in the mail the owner must mail in their original owners copy of the examination along with the registration fee to CERF. The veterinary ophthalmologist will mail in a research copy but CERF does not match up any personal identification on those forms. The research copy is strictly used for statistical purposes only.
2. Can CERF tell me how my dog will pass CERF or how my certificate will look before I mail in my form? Due to many determining factors CERF is unable to disclose how a dog may pass or fail via the phone or email. CERF will discuss an examination form once the original owner copy is received in the office for review. A copy of the ACVO guidelines in CD format for \$35.00 plus \$5.00 shipping and handling. The direct link to download an order form is <http://vmdb.org/bluebook2010%20order%20form.pdf>
3. I see my CERF record up on the CERF website but I do not see it on the OFA website yet, how long does it take for CERF to send information to OFA? CERF sends a submission to OFA every Saturday, in order for a record to link to OFA your dog must already have a record created with OFA and all information must match exactly. Please check your certificate carefully and notify CERF immediately if any information is inaccurately posted.
4. I received my certificate back in the mail today and noticed that it says "Identification not verified/scanned" what does this mean? There is a bubble on the lower right hand portion of the examination form that the ACVO diplomate may bubble if a microchip is scanned and verified at the time of the examination. If this bubble was not marked and if there are no comments stating a chip, DNA or tattoo number was verified at the time of the examination, the certificate will state "identification not verified/scanned". This will not prevent your certificate information from being sent to OFA or to AKC. This is used for internal record keeping only.
5. I do not see my dog's information up on my AKC pedigree account. A submission is sent the first Saturday of every month to AKC. AKC has a couple of policies in order for a CERF record to be downloaded: 1) AKC adopted a policy January 1, 2001 that any CERF record that did not have a permanent id number in the form of a microchip, DNA or tattoo number would be disregarded and would not be posted to AKC's website, 2) All information supplied to CERF must match completely to your AKC record or AKC will not download the record to your account. AKC send's CERF a monthly report. Any record where inaccurate information was supplied will be pulled from CERF website, the OFA website (a \$5.00 processing fee will be accessed to re-establish the record.), and 3) AKC will not accept any CERF exam that is past its one year exam date.

6. How long will it take for me to get my certificate back in the mail once I mail it to you? Once we receive your paperwork in the mail the average turnaround time for a client to receive a certificate back in the mail is 3 – 4 weeks. You can view your certificate online once it has been entered at www.vmdb.org.
7. I received my form back from CERF stating it was ineligible for registration due to the form appearing to be altered; I didn't alter the form I don't understand what to do next. CERF examination forms are carbon copies. No pen, pencil, marker or crayons of any type are permitted on the front side of the form in the diagnosis or signature area of the form. Please do not try to mark over an examiners diagnosis to darken it, if we have questions regarding a diagnosis we will contact the examining veterinarian for furthering questioning. Any and all forms with pen, pencil, marker or crayon will be sent back as ineligible due to appearing to be altered. If this happens, the examining veterinarian can contact the CERF office about how to resubmit the form properly.
8. I do not have a registration number for my dog yet; can I still register my dog with CERF? Yes, we will accept a registration number, microchip number, DNA number or tattoo number to register your dog.
9. Is there a minimum age requirement to CERF a dog? CERF does not have a minimum age requirement; the age requirement is completely up to the examining veterinarian performing the exam. The puppy's eyes must be open.
10. Is there an ACVO vet in my area? Here is the direct link the American College of Veterinary Ophthalmology (ACVO) <http://www.acvo.com/new/public/public1.shtml> click on find an ophthalmologist.
11. Can my regular vet perform a CERF examination? Only an ACVO board certified ophthalmologist that is CERF certified may perform a CERF examination. For a full listing of veterinarians in your area click <http://www.acvo.com/new/public/public1.shtml> to find an ophthalmologist.
12. How much does a CERF examination cost? Each ophthalmologist will have different pricing for their CERF exams. Please contact the veterinarian for pricing in your area.
13. How much does it cost to register my CERF examination? For a new CERF the cost is \$12.00 for a purebred and for a re-CERF the cost is \$8.00. For a new hybrid CERF the cost is \$15.00 and for a re-CERF the cost is \$12.00.
14. I made my CERF examination appointment now where do I download the form to bring with me to the appointment? Currently there is no downloadable form. The veterinarian will have the form needed for the examination. Each form is imprinted with the veterinarian's information at the top; therefore CERF would not have copies of these forms ahead of time. You may want to take copies of your registration paperwork to aid in completing the form.
15. I am having a hard time filling out the back of the owner's copy my pen just will not write on the carbon paper. In this case pencil's are best but if all else fails you may supply a copy of your registration paperwork and make any alterations to the names and address information at that time on the registration paperwork.

16. What do I do if I made a mistake on my dog's information when I was filling out the front portion of the examination form? You may correct that information on the back portion of the form; this is why CERF requires the back portion of the form to be filled out each time. All information is taken from the back of the form when entering into the CERF database. Name of dog and breed must match the front of the form as these are two things that cannot be altered or changed without written notification from the veterinarian. Copies of registration paperwork are always welcomed.
17. I can't find my original carbon owners copy of the exam can I send in a photo copy instead? No, only the original carbon copy is accepted for registration. If the original is lost, either by mail or other circumstances the owner can contact the examining veterinarian for a new original owners copy. The veterinarian has a yellow diplomate copy they may use to complete a new original owners copy. CERF will not accept any photo copies, diplomate copies, scanned copies, or faxes of an exam form.
18. When I sent in my paperwork I accidentally signed the back of the form requesting that all registration data be suppressed online, how do I now get this information released? CERF will need something in writing stating you now wish to release all of your dog's information to the public and there would be a \$5.00 processing fee to do so.
19. I have my dog's information released to the public but I have changed my mind and would like to now suppress that information, how do I change my record? CERF would just need something in writing stating you would now like CERF to pull all of your dog's information from public view. There is a \$5.00 processing fee to do so.
20. I sent in three forms but I only received back two, where is my other form? If you have a form with comments written on it the CERF office will send it off to our medical liaison for further diagnosing to make the pass/fail decision on those forms.
21. I have a question regarding a condition the veterinarian told me about can someone at CERF help me with this? CERF is just a registry and does not have a veterinarian on staff; any and all medical questions regarding conditions and breeding are referred back to the examining veterinarian.
22. I just received my CERF certificate back in the mail and the CERF number looks different then CERF's I have received in the past. CERF updated the database in the beginning of 2011 and has changed its numbering system to a unique numbering system. The CERF number will no longer have the year after the CERF number or the two digit code.
23. What if I have a suggestion or comment for an improvement that has been done at CERF? The following email is available for all comments and concerns regarding any upgrades and changes. Please feel free to contact us here with your feedback: feedback@vmdb.org
24. I have a dog that didn't pass CERF can I still have the information publicly posted? Coming soon, CERF will offer the service of posting ineligible CERF publicly. We will just need something in writing stating you wish to post the results publicly. There would be an \$8.00 processing fee. The results would be posted on CERF's website, as well as OFA's website.