

BC Pet Registry Guide 2018/19

For Community Partners

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BC PET REGISTRY INTRODUCTION

Overview

What is the BC Pet Registry?

The BC Pet Registry is British Columbia's first centralized pet identification (ID) database, launched by the British Columbia Society for the Prevention of Cruelty to Animals (BC SPCA) in 2015. The registry ensures that all dogs, cats, rabbits, birds and ferrets are given their best chance of getting back home should they become lost. Lost pets that are registered can be identified and returned to their family with a simple search.

Why did the BC SPCA create the BC Pet Registry?

The sole goal of the BC Pet Registry is to reunite lost pets with their people. Each year, thousands of lost or stray animals are taken into care by BC SPCA shelters, animal control agencies, veterinarians and rescue groups.

Without permanent identification, it is nearly impossible to identify lost animals and reunite them with their families. In 2014, approximately 95% of cats and 30% of dogs in Canada who did not have permanent ID were unable to be traced to their original guardian.

The BC Pet Registry offers a single, centralized database that will allow pet guardians to register their personal contact information with their pet's ID. This registration will enable any participating veterinarian, animal control agency or rescue group to search the database and locate the guardian of any lost pet already registered with the BC Pet Registry.

How does the BC Pet Registry work?

Veterinarians, animal control agencies and shelters can access the portal to register their clients or search to locate the guardian of a lost animal based on the animal's unique microchip, tattoo, or license.

Microchips, scanners, and promotional materials can now be ordered via the new BC Pet Registry store. All payments can be made online by credit card. Ordering is easy and only takes minutes, providing clinics and shelters with quick service so they can spend more time focusing on the clients they serve.

Registration fees and all revenue from the BC Pet Registry program goes directly to the life-saving work done at the BC SPCA for abused, neglected, and homeless animals.

2018/19 PROGRAM UPDATES

BC Pet Registry Maintenance Updates

The BC Pet Registry (www.bcpetregistry.ca) has had a makeover! We have made some big changes to our website that will improve your experience using our registry and better protect pets in the case they go missing.

What does this mean for you?

To use our new system, you will need to register for a new account. Please note that all pets previously registered under your account will remain in the system.

Follow these steps to access your new account:

1. [Visit our registration page](#) and click "Get Started" under Veterinary Clinics or Animal Shelters depending on your location type.
2. Follow instructions to complete our ["New User Registration" form](#).
3. Review our revised Terms and Conditions and Privacy Policy. It is a condition of your registration that you agree to these documents.
4. Your account request will be submitted to the BC Pet Registry team. We will get back to you within 2-4 business days, at which time you will receive an email with your account confirmation.

We have kept the features that make the BC Pet Registry great, while including some amazing new features such as:

- **[BC Pet Registry Location Finder](#):** We are happy to promote our BC Pet Registry community partners. All veterinary clinics will now be listed as a location pet owners can visit to microchip and register their pets!
- **The BC Pet Registry Store:** [Create an account with our online store](#) to order microchips, scanners, and promotional materials for your organization online!
- **More pet types:** Users can now register other small animals, including ferrets and birds!
- **Lost pet features:** Pet owners can now mark their pet as "Lost" when they go missing, which is shared with you and the rest with the BC Pet Registry community.
- **Pet medical & behavioural information:** Add crucial medical and behavioural information that veterinarians and shelters should know about in the case a pet goes missing.

If you have any questions about our new system or the registration process, please email us at: info@bcpetregistry.ca

Sincerely,

The BC Pet Registry Team

PROGRAM INFORMATION

Partnering with the BC Pet Registry

By participating in the BC Pet Registry, veterinary clinics and shelters can:

- [Register for a **FREE** BC Pet Registry account online](#). This will allow your clinic or shelter to search identification (microchips and tattoos).
- Access the provincial online database 24/7 to search for the guardians of lost or missing animals.
- Order microchips, scanners and promotional materials on our [BC Pet Registry store, powered by Shopify!](#)
- Have access to microchips bundled with either Annual or Lifetime registrations.
- All BC Pet Registry microchips are internationally traceable via the American Animal Hospital Association's (AAHA) universal pet microchip lookup: petmicrochiplookup.org. This is an added feature for pet owners/guardians that travel frequently.
- Provide a value-added service to your clients and help improve animal welfare in your community by ensuring that lost pets are safely and quickly reunited with their guardians!
- Save time: Register clients at the time of their appointment or adoption and their information is automatically documented in the system with no additional paperwork.

Veterinary Clinic or Shelter Registration

With a BC Pet Registry Industry account, veterinarians and animal sheltering agencies can search forms of ID and register pets online.

Registration is easy and can be completed by clinics in minutes. To register for a BC Pet Registry Community account, please:

1. Visit: www.bcpetregistry.ca
2. Click "Register".
3. Click "Get Started" under "Veterinary Clinics" or "Animal Shelters", depending on your location type.

4. Complete registration form.
5. Agree to terms and conditions.
6. Please allow us 2-4 business days to review and approve your account. After this review period, you will be able to start searching and registering pets!

Grant Application

The BC Pet Registry Grant enables participating veterinarians and animal sheltering agencies to provide a microchip and free annual BC Pet Registry registration to pets with low-income guardians. Other activities considered for eligibility are microchip clinics and feral cat identification initiatives. To be considered, the agency must complete the grant application form.

Please email info@bcpetregistry.ca to request the application form.

New Clinic Tattoo Codes

New veterinary clinics may apply for a tattoo code by email to info@bcpetregistry.ca, SUBJECT: Request New Clinic Code.

FAQS: Questions from Pet Guardians

How much do microchips and registration for the BC Pet Registry Cost?

There are two registration options:

- 1. Annual Registration:** For **\$12**, guardians will receive microchip protection and registration for the year. This option requires yearly renewal should they want to keep their account active.
- 2. Lifetime Registration:** For a **one-time fee of \$45**, guardians receive lifetime microchip protection and registration on the BC Pet Registry for their companion.

What are the benefits of the BC Pet Registry?

- The BC Pet Registry is the only provincial database of permanent ID in BC that has the ability to reunite people and their pets at a rate never experienced before.
- With a microchip, a pet is [20 times for cats, 3 times for dogs] more likely to be reunited with their family. The BC Pet Registry was created with the sole goal of reuniting pets with their people, and limiting the amount of animals that enter shelters annually.

- A simple scan can verify a lost pet's identity and provide the guardian's contact information. Updated contact information ensures that pets are able to get back to their families. Your information is stored securely and will not be shared with third parties.
- Veterinarians, shelters, and animal control agencies across the province can identify your pet if they ever go missing.
- All microchips, tattoos, and licenses can be registered using the BC Pet Registry.
- Multiple forms of identification can be stored on one profile, for no additional cost. If your pet has a tattoo, microchip, and municipal license, you can feel comforted knowing all three forms of identification can be stored on the BC Pet Registry.

Will this microchip really make it more likely that I get my pet back?

- Yes! The rare case that microchipped animals that are not returned to their owners, are usually due to incorrect/outdated information on the microchip registration profile. Please ensure your contact information is kept up to date at bcpetregistry.ca.

Where are the registration fees used?

- All registration fees go towards the operational costs of the BC Pet Registry, such as our call centre and after-hours line, and the life-saving work of the BC SPCA.

What is a microchip?

- A microchip is a small, electronic chip about the size of a grain of rice. The microchip, enclosed in a glass cylinder, does not have a battery. It is activated by a hand scanner, which can transmit your pet's unique identification to a screen.

Will the microchip track my pet like a GPS?

- No, pet microchips are not tracking devices. They are radio-frequency identification implants that permanently identify your pet. Unlike a GPS, they do not require a power source.

Will the information in the registry be safely stored? I don't want my information sold.

- The information you provide will be secure within the registry, which will be kept separate from other BC SPCA activities. The BC Pet Registry will not sell your information to third parties.

Can animals with tattoos be registered with the BC Pet Registry?

- Yes! All microchips, tattoos, and licenses are accepted with the BC Pet Registry.

Should my pet still wear a collar with identification tags?

- Absolutely! Microchips are tamper-proof, and cannot be slipped like a collar. However, if a pet is wearing a collar with up-to-date tags when he/she is lost, it is easy for a neighbour to read the tag and contact you directly.

Why should I choose a microchip?

- Microchipping is the preferred option of identification at the BC SPCA and for many veterinarians. It is often considered a more effective means of identification as tattoos are known to fade over time. They can also be difficult to trace, as each tattoo database is maintained by the veterinary hospital that performed the tattoo. If an animal comes in while that clinic or hospital is closed, the process is delayed.
- Microchipping is a less invasive procedure, which can be compared to a regular injection, and pets do not need to be sedated at the time of the insertion. The procedure is quick, painless, and over in a matter of seconds.

Microchips: Reuniting Pets & People

Thank you for considering a microchip for your pet! A microchip provides safe, permanent identification and is important even if your pet wears a collar with tags.

Each microchip has a unique number that will be registered in BC Pet Registry's provincial database (www.bcpetregistry.ca).

If your pet is lost and brought to an animal shelter or veterinary hospital, a handheld scanner will be used to read the number so that you can be identified and contacted.

What is the BC Pet Registry?

The BC Pet Registry is BC's first centralized pet identification (ID) database, launched by the British Columbia Society for the Prevention of Cruelty to Animals (BC SPCA) in 2015.

The sole goal of the BC Pet Registry is to reunite lost pets with their people. Each year, thousands of lost or stray animals are taken into care by BC SPCA shelters, animal control agencies, veterinarians and rescue groups. The registry ensures that your pet is given their best chance of getting back home should they become lost.

What is a Microchip?

A microchip is the size of a grain of rice. The implantation procedure is relatively painless and takes only a few seconds. A microchip is not a tracking or GPS device, so it will not enable your pet to be tracked or monitored remotely.



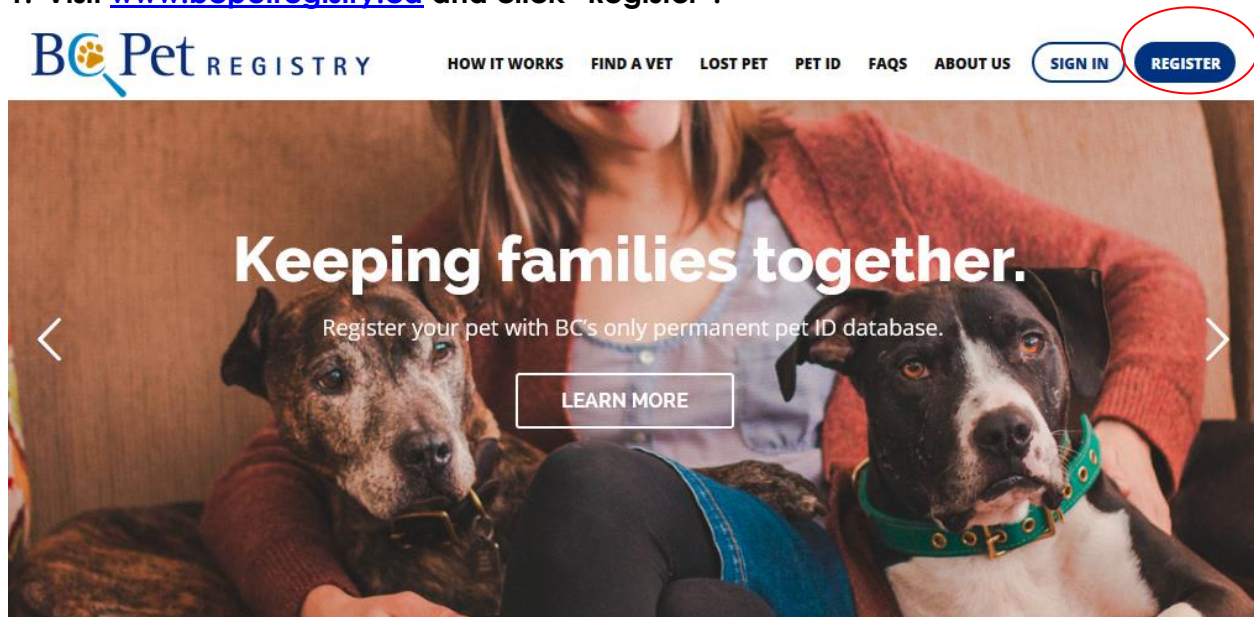
Did you Know? Dogs who are microchipped are twice as likely to be reunited with their owners, while cats who are microchipped are 20 times more likely to be reunited!

You can access your BC Pet Registry account to update information with your email address at www.bcpetregistry.ca or you can call us at 1-855-622-7722.

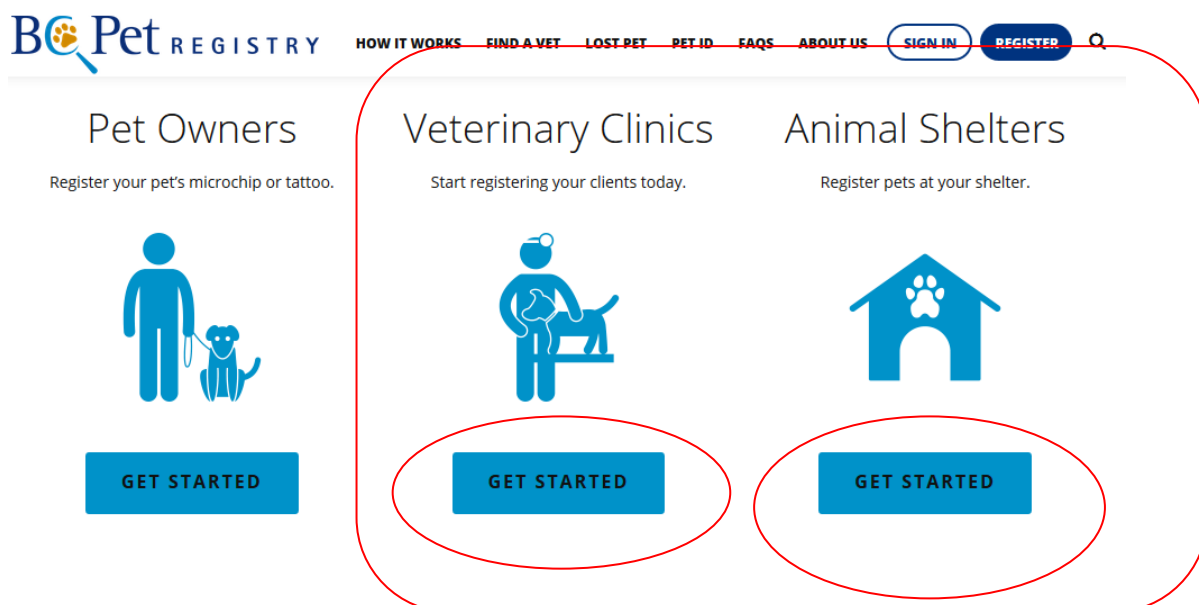
USER GUIDE

Create a Clinic/Shelter Account

1. Visit www.bcpetregistry.ca and click “Register”.



2. Click “Get Started” under the appropriate account type (Vet Clinic or Shelter).



3. Complete the registration form. Upon completion, click “Create Account”. Please note: You must read and agree to our Terms & Conditions and Privacy Policy to continue.

Billing Contact Details

* First Name
Anita

* Last Name
Frank

Email
westsidehosp@gmail.com

Phone
(777) 777-7777

Doctor Contact Details

* First Name
Anita

* Last Name
Frank

☒ I have read and agree to the [Terms & Conditions](#) and [Privacy Policy](#)

CANCEL

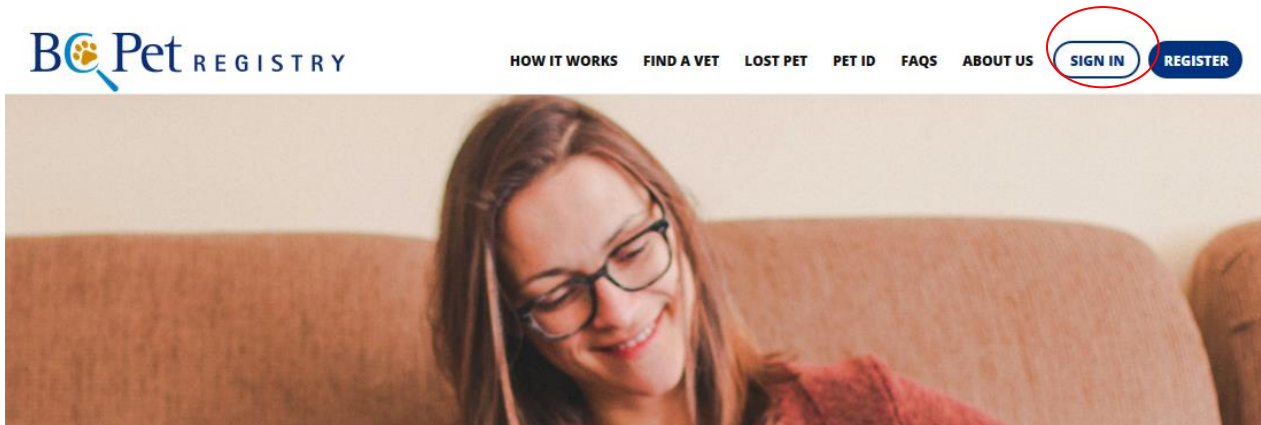
CREATE ACCOUNT

4. Your account request will be submitted to the BC Pet Registry team. We will get back to you within 2-4 business days, at which time you will receive an email with your account confirmation.

Searching Pet ID with the BC Pet Registry

To be used when a stray/missing pet comes in to your location

1. Visit www.bcpetregistry.ca and click “Sign In”.



2. Click “Sign In” under the appropriate account type.

SIGN IN

Pet Owners
Sign in to your account.

Veterinary Clinics
Sign in to your clinic account.

Animal Shelters
Sign in to your shelter account.

SIGN IN **SIGN IN** **SIGN IN**

3. Enter your login details and click “Login”. **We highly recommend that you save your login and this page to your computer for easy access.**

https://community-bcspca.cs50.force.com/bcpetregistryin

Visited Getting Started Suggested Sites Web Slice Gallery

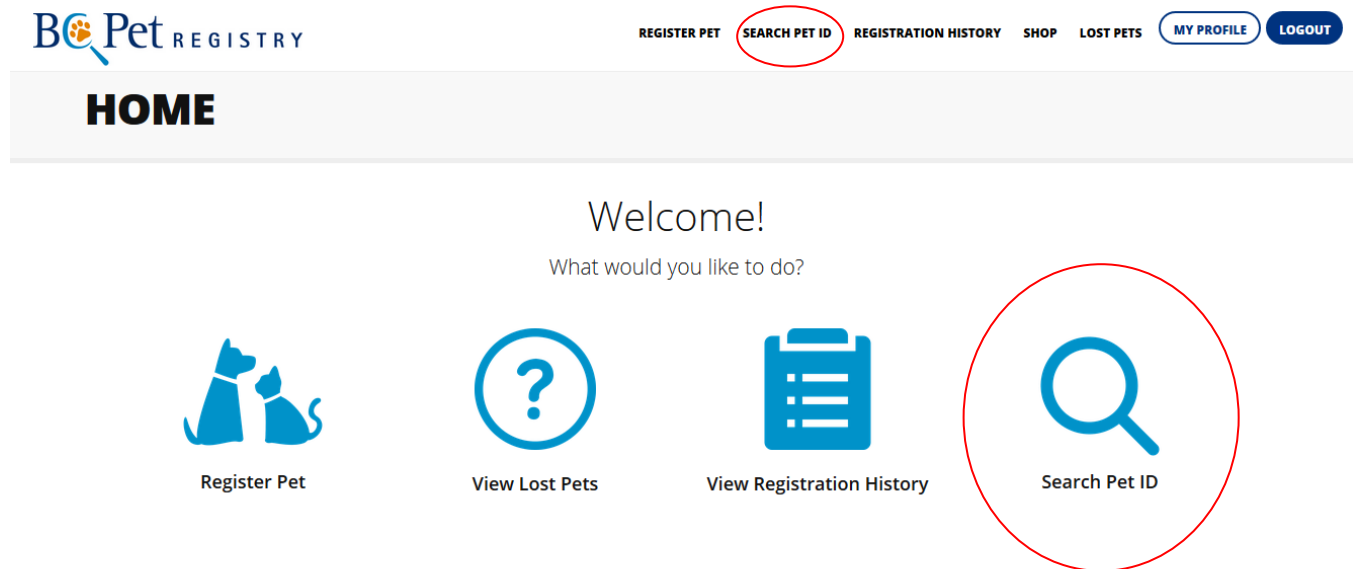
***Username**

***Password**

LOGIN **CLEAR**

Don't have an account? [Sign up here.](#)
[Reset password](#)

4. On the home landing page, click on “Search Pet ID” icon or header.



5. Select ID Type.

- Microchip number, tattoo code, or pet name is required to search. Please select at least one from the drop down indicated below and press “Search”.
- Please note that partial ID (ex. first three letters of a tattoo code) can be searched.

The image shows the 'SEARCH PET' form. It has a title 'SEARCH PET' and a description: 'Search pets using pet name, microchip number and tattoo. At least one ID type must be selected to search a pet. You can also search partial ID.' There is a table with one row and two columns. The first column has the number '1'. The second column has the label 'ID Type' and a dropdown menu showing '--Select--' (circled in red). To the right of the dropdown is a text input field. Below the dropdown is a green 'SEARCH' button. To the right of the text input field is a blue button labeled 'ADD ANOTHER FORM OF ID'.

6. If there is a match:

- Click “view” on pet to view any medical or behavioural details provided on the animal under “Veterinary Information”.

1	ID Type	Microchip	433	ADD ANOTHER FORM OF ID
SEARCH				
PET NAME	MICROCHIP	TATTOO	ACTION	
dfsds	54334535567		VIEW	

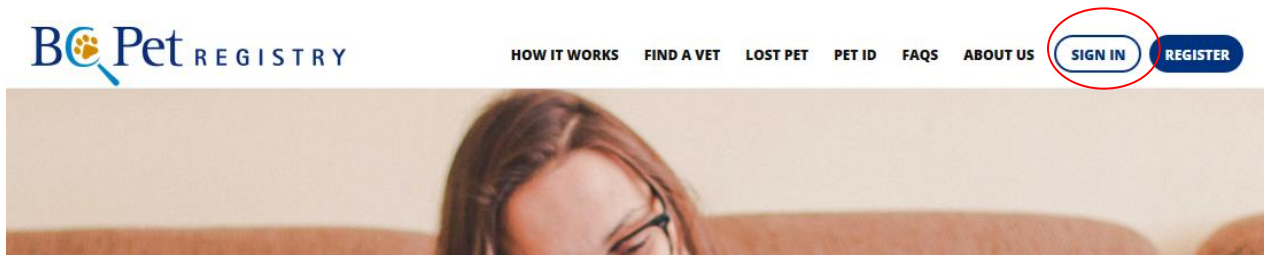
- Scroll down to “Current Pet Owner” and click name for contact information. You will now see the current owner's contact details (name, email, phone number) as well as the co-owner and emergency contact if applicable.

Pet Information

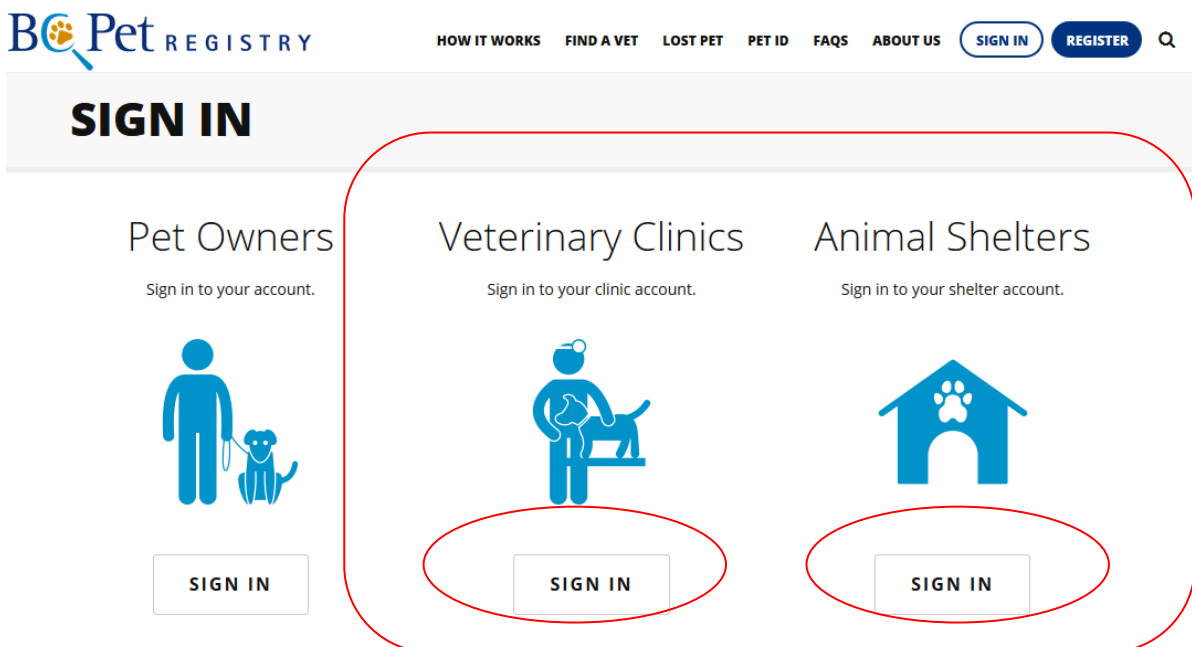
Current Pet Owner Tim Timmy	
Emergency Contact Details	Co-owner Contact Details

Registering a Pet ID with the BC Pet Registry To be used when registering microchips or tattoos

1. Visit www.bcpetregistry.ca and click “Sign In”.



2. Click “Sign In” under the appropriate account type.



3. Enter your login details and click “Login”. **We highly recommend that you save your login and this page to your computer for easy access.**

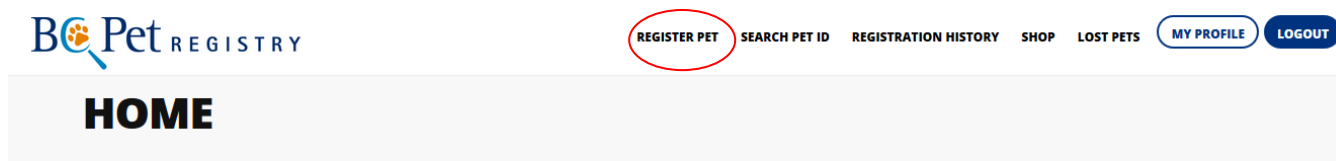
* Username

* Password

[LOGIN](#) [CLEAR](#)

Don't have an account? [Sign up here.](#)
[Reset password](#)

4. On the home landing page, click on “Register Pet” icon or header.



Welcome!

What would you like to do?



View Lost Pets



View Registration History



Search Pet ID

5. Search pet details to ensure pet does not already exist.

- Select Pet Detail (ex. Pet Name, as seen below). You can search by pet name, microchip number, or tattoo code.
- Click "Search".

PET INFORMATION

Search the BC Pet Registry database to ensure this pet is not already in our system. If there is an existing registration, please contact the BC Pet Registry team at info@bcpetregistry.ca. If the pet does not have an existing registration, please scroll down and click "Create New" to add a new pet.

Search Pet

1

PET DETAILS

Pet Name



Benjamin

[ADD ANOTHER FORM OF ID](#)

SEARCH

6. If there is no record found, please press "Create New" to create a new pet record.

7. Enter Pet Details to register pet.

- Enter pet name, type, characteristics, medical information, and more.

REGISTER PET

Pet Details

* Pet Name

* Pet Type

Dog

* Primary Breed

Bearded Collie

×

Secondary Breed

Select

Q

☐ Mixed Breed

Primary Colour

Black

×

Secondary Colour

white

Q

Gender

Male

↑

↓

Spayed/Neutered

Yes

↑

↓

➤ **Enter microchip or tattoo number for registration:**

Current Registration Details

Microchip Number ⓘ <input type="text" value="5001"/>	Tattoo ⓘ <input type="text"/>
Secondary Microchip Number <input type="text"/>	Third Microchip Number <input type="text"/>

If it is a BC Pet Registry microchip bundled with a registration: Enter the microchip number. If the microchip is bundled with an Annual or Lifetime registration, registration type will be automatically selected on the next page. You cannot change the registration type of a microchip bundled with a registration. You will not be further invoiced for this registration if the order has been paid.

Registering a microchip not bundled with a registration: Enter the microchip number. On the final registration page, you will be asked to choose a "Registration Type", which you will be invoiced for within 60 days.

Registering a tattoo: Enter the tattoo ID. On the final registration page, you will be asked to choose a "Registration Type", which you will be invoiced for within 60 days.

8. Once you've entered all the information you want to enter for the pet, you will see a couple of options at the bottom of the page:

- "SAVE & NEXT" to proceed to the next page;
- "ADD ANOTHER PET";
- "CANCEL" the registration; OR
- "PREVIOUS" (to go to previous window). In this example, we will "SAVE & NEXT".

9. Search for the pet owner to see if they have an existing account.

- Enter the owner's: Name, Phone, Email, or Postal Code.
- When you have entered a "OWNER CONTACT DETAIL", you can click on the "SEARCH" button to see if the person is already registered in the system. In this scenario we see a number of results, but we don't see a record we want to use, so we select "CREATE NEW".

OWNER INFORMATION

Search the BC Pet Registry database to ensure this pet owner is not already in our system. If there is an existing account, please select the appropriate pet owner. If the pet owner does not have an account, please scroll down and click "Create New" to add a new pet owner.

Search Owner

1
OWNER CONTACT DETAILS
Name
jim
ADD ANOTHER FORM OF CONTACT
SEARCH

OWNER NAME	OWNER EMAIL	OWNER PHONE
<input type="radio"/> Jim Gunn	12018@jeffsummers.ca	2506137354
<input type="radio"/> Jim Hamilton	1939@jeffsummers.ca	2508882336
<input type="radio"/> Jim Leidl	14133@jeffsummers.ca	2506083788

CANCEL
PREVIOUS
CREATE NEW
USE SELECTED

10. Complete owner details on the "Contact Information" page.

- In this scenario, we will click on "SAVE & NEXT" at the bottom of the page when we're ready to proceed with the registration process.

11. Next, choose your registration stype (Annual or Lifetime).

- Add "Discount Code", a "Co-owner", or an "Emergency Contact" if applicable.

Selected Pet

Yoyo

Choose Registration Type

Annual - \$12.00

Discount Code

☐ Add Co-owner Contact Details

☐ Add Emergency Contact Details

CANCEL

COMPLETE REGISTRATION

12. Click the "COMPLETE REGISTRATION" button.

REGISTER PET

Selected Pet

Jacky

Choose Registration Type

Lifetime - \$45.00

Discount Code

☐ Add Co-owner Contact Details

☐ Add Emergency Contact Details

CANCEL

COMPLETE REGISTRATION

13. Registration is complete! You will be directed to the "REGISTRATION HISTORY" page, where you can see all the pets ever registered under this account.

- If you click on "VIEW" to see the pet record you just created, you will be taken to the "Pet Registration Details" page, where you can "PRINT CERTIFICATE" for pet owner.

BC Pet REGISTRY REGISTER PET SEARCH PET ID REGISTRATION HISTORY

REGISTRATION HISTORY

Pet Registration Details

[PRINT CERTIFICATE](#)

Pet Registration Information

Registration Type	Fee
Lifetime	\$45.00

Status

Active

Pet Information

Pet Name	Pet Type
Jacky	Bird

[CLOSE WINDOW](#)

14. Encourage pet owners to log on to their accounts at home to double check information.

- They will receive an email and can easily log on in the future to update contact info.

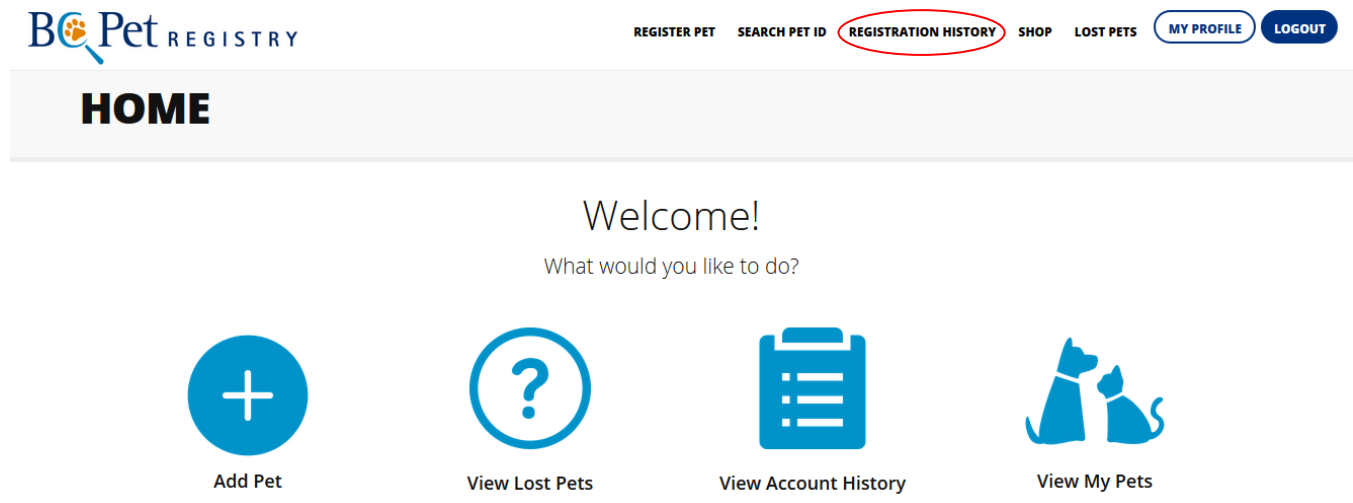
Unique Scenarios for Industry Users

- **If there is a pet already in the system, and you try to register that pet to a pet owner that is different from the pet owner you selected, you will not be allowed to proceed to register the pet.** A registration transfer is likely needed, and a call center operator (or former pet owner) will need to adjust the records in our database.
- **If there is an incomplete pet registration in the system tied with your account,** it will be searchable on the "Pet Information" page, and you can select the incomplete record and click on the "USE SELECTED" button.

Reviewing Registration History

How to view past registrations and/or audit your registration history

1. Navigate to “Registration History” page from the Home page.



2. Once you are on the Registration History page, you will see a list of pets that have been registered at your location.

PET REGISTRATION

Active Registrations

	PET NAME	PET TYPE	STATUS	EXPIRY DATE	CREATED DATE	ACTIONS
1	Big Bear	Dog	Active	15-Oct.-2019	16-Oct.-2018	VIEW
2	DAKOTA*&(!1	Cat	Active	14-Oct.-2019	15-Oct.-2018	VIEW
3	Doubletrouble	Cat	Active	10-Oct.-2019	11-Oct.-2018	VIEW
4	Georgie	Dog	Active	9-Oct.-2019	10-Oct.-2018	VIEW

3. For registration and fee details, click “View”.

- Here, you can view the registration type selected (ex. Annual or Lifetime), view fees paid for registration, view/print the pet's registration certificate, or further edit pet details by clicking pet's name (circled below).
- Please note that to update a microchip or tattoo field, you will need to get in touch with the BC Pet Registry team via email at info@bcpetregistry.ca to process the change.

Pet Registration Details

[PRINT CERTIFICATE](#)

Pet Registration Information

Registration Type	Fee
Annual	\$12.00
Status	
Active	

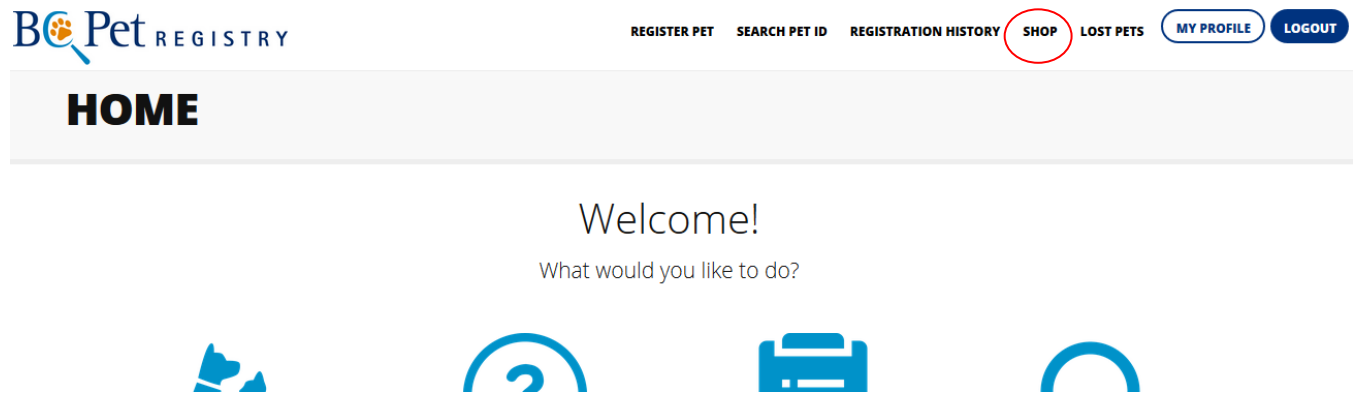
Pet Information

Pet Name	Pet Type
Big Bear	Dog

[CLOSE WINDOW](#)

Using the BC Pet Registry Store

1. Once you are logged in to your BC Pet Registry account, click “SHOP”. You can also visit the Shopify store by entering the URL: <https://bc-pet-registry.myshopify.com/>



2. To get started, you need to “Create account” with Shopify. Please note: this is SEPARATE from your BC Pet Registry login.

BC Pet Registry store launch promotion! Use discount code FREESHIP



Products

Veterinary

Cart

Log in

Create account

Home

Product List +

FAQ



Get in touch



Universal Microchip Reader
\$299.00



Microchips with ANNUAL
Registration Package
\$300.00



Microchips with LIFETIME
Registrations Package
\$690.00

3. Enter your first name, last name, email of your choice, and password and click “CREATE”.

➤ We suggest you use the same email that you use for your BC Pet Registry account.



Cart

Log in

Create account

Home

Product list

Create Account

CREATE

[Return to Store](#)

4. You will automatically be logged in to your new Shopify account. You can expect to receive a confirmation email shortly after creating your new login.

BC Pet Registry info@bcpetregistry.ca [via shopify.com](https://www.shopify.com)
Home ▾

5:00 PM (0 minutes ago)

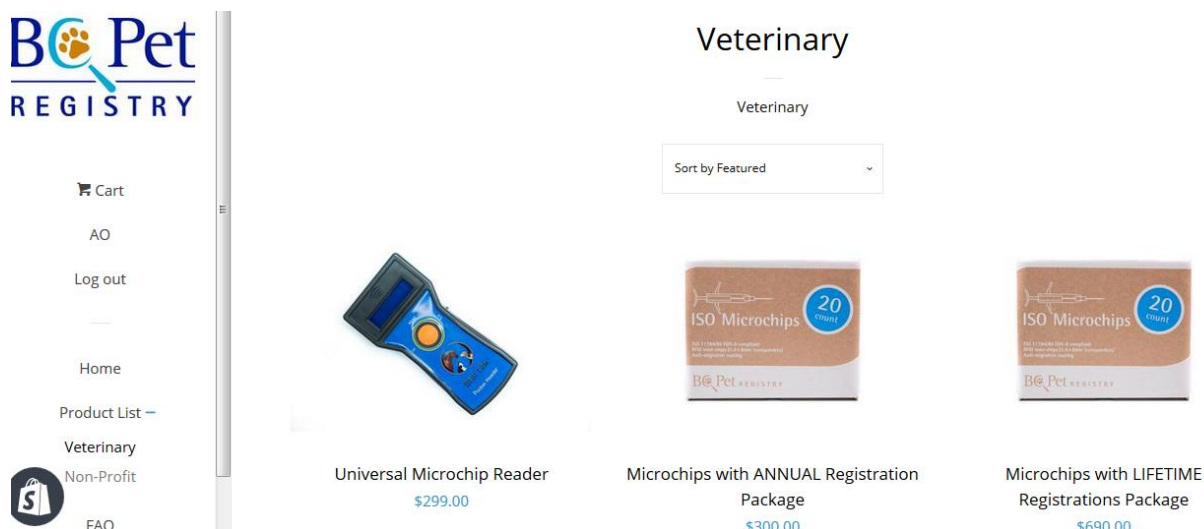


Welcome to BC Pet Registry!

You've activated your customer account. Next time you shop with us, log in for faster checkout.

[Visit our store](#)

5. To start shopping, click on either the “Veterinary” or “Shelter” product lists. Once on the correct product list, you can begin shopping!



The screenshot shows the BC Pet Registry website interface. On the left is a navigation sidebar with links: Cart, AO, Log out, Home, Product List (selected), Veterinary, Non-Profit, and FAQ. The main content area is titled "Veterinary" and includes a "Sort by Featured" dropdown menu. Below the menu are three product listings:

- Universal Microchip Reader**: \$299.00. The image shows a blue handheld device.
- Microchips with ANNUAL Registration Package**: \$300.00. The image shows a box of ISO Microchips (20 count).
- Microchips with LIFETIME Registrations Package**: \$690.00. The image shows a box of ISO Microchips (20 count).

6. Select product of your choice to view more details OR add to your cart!



The screenshot shows the product details page for the "Microchips with ANNUAL Registration Package". The page title is "Microchips with ANNUAL Registration Package" with the BC Pet Registry logo. The price is listed as \$300.00. A green "ADD TO CART" button is prominently displayed. Below the button is a list of features:

- 20 ISO-certified mini microchips
- Disposable implanter included
- 20 Annual Registrations linked with microchips in package for easy registration!
- All registrations into the BC Pet Registry are universally traceable through www.petmicrochiplookup.org and www.ncac.ca

The product image shows a box of ISO Microchips (20 count). Below the main image are three smaller thumbnail images showing different views of the product.

7. Once you have selected “Add to Cart”, you will be able to select quantity. Click “Check Out” when you are happy with quantity and item.

Microchip Package

ADD TO CART

Microchips


Microchips included

Microchips linked with microchips in package for

Microchips to the BC Pet Registry are universally traceable

Microchiplookup.org and www.ncac.ca

Your Cart



Microchips with ANNUAL Registration Package

REMOVE

Price	QTY	Total
\$300.00	- 1 +	\$300.00

Subtotal **\$300.00**


Special instructions for seller

Shipping, taxes, and discounts will be calculated at checkout.

CHECK OUT

8. Enter Shipping Address and press “Continue to Shipping Method”.

9. Select shipping method of your choice. Shipping prices will be listed for each type.



Cart > Customer information > Shipping method > Payment method

Contact ali.omelaniec@gmail.com [Change](#)

Ship to bcpr, 1245 East 7th Avenue, Vancouver BC V5T 1R1, Canada [Change](#)


Shipping method

☒ Canada Post Expedited Parcel
1 to 7 business days \$9.91

☐ Canada Post Xpresspost
1 to 3 business days \$12.00

☐ Canada Post Priority
1 to 3 business days \$20.18

[Return to customer information](#) [Continue to payment method](#)



Microchips with ANNUAL Registration Package

\$300.00

Subtotal \$300.00

Shipping \$9.91

Taxes \$36.00

Total CAD **\$345.91**

10. Click “Continue to payment method”.

11. Enter credit card information and complete payment by clicking “Complete Order”.

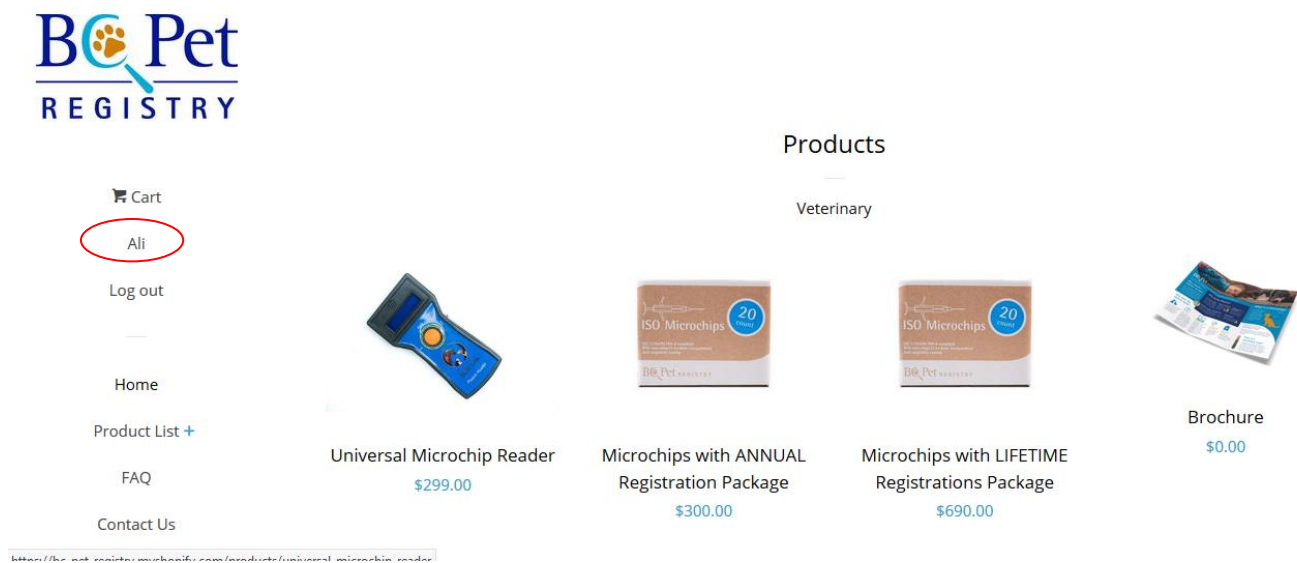
12. You have completed your order!

Reviewing Order History

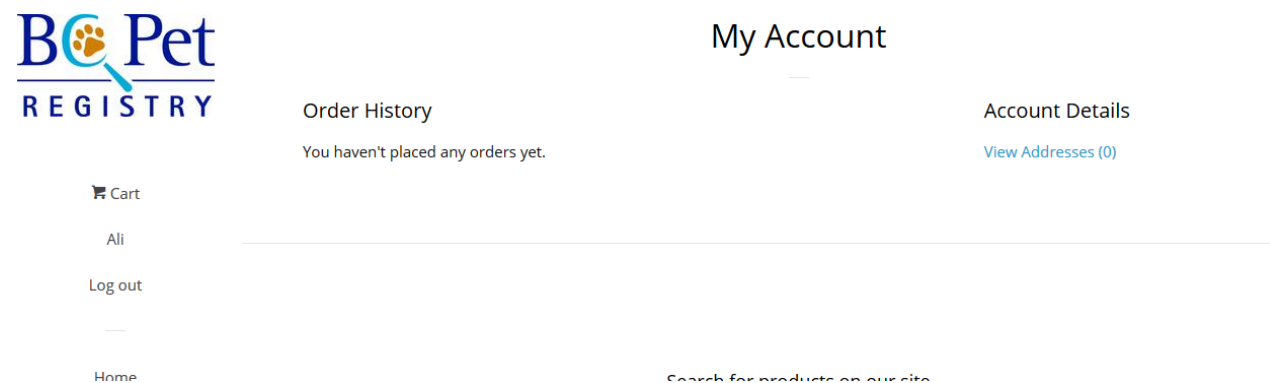
1. Log in to your [BC Pet Registry Shopify account](#).

2. Click your name on the left navigation menu.

Use discount code LOVEID for 20% off your first order!



3. Your order history (ex. past microchip purchases) will be listed here.



MICROCHIP PURCHASING FAQs

How do I order BC Pet Registry microchips for my clinic/shelter?

- As of September 17, 2018, microchip and microchip scanners can be purchased online from the BC Pet Registry Store! To get started, [please create a Shopify account for your clinic or shelter](#).
- Once you have activated your account, select the appropriate [product collection \(veterinarian or shelter\) here](#). Finally, select your BC Pet Registry products and add them to your cart!

How are microchips sold?

- Microchips are now sold in packages of 20 with either [Annual](#) or [Lifetime](#) registrations. To view prices or get more information on these products, please visit our BC Pet Registry Store.

What type of payment do you accept?

- We accept credit card payments. You can pay by credit card at checkout and shipping fees will be added based on your location.

Can I log on to the BC Pet Registry Shopify Store with my BC Pet Registry account login details?

- You must create a separate Shopify login to access the BC Pet Registry store. Feel free to use the same email you use for your BC Pet Registry account! You can create a Shopify account [by following this link](#).

Does my clinic/shelter have to be registered with the BC Pet Registry to use the shop?

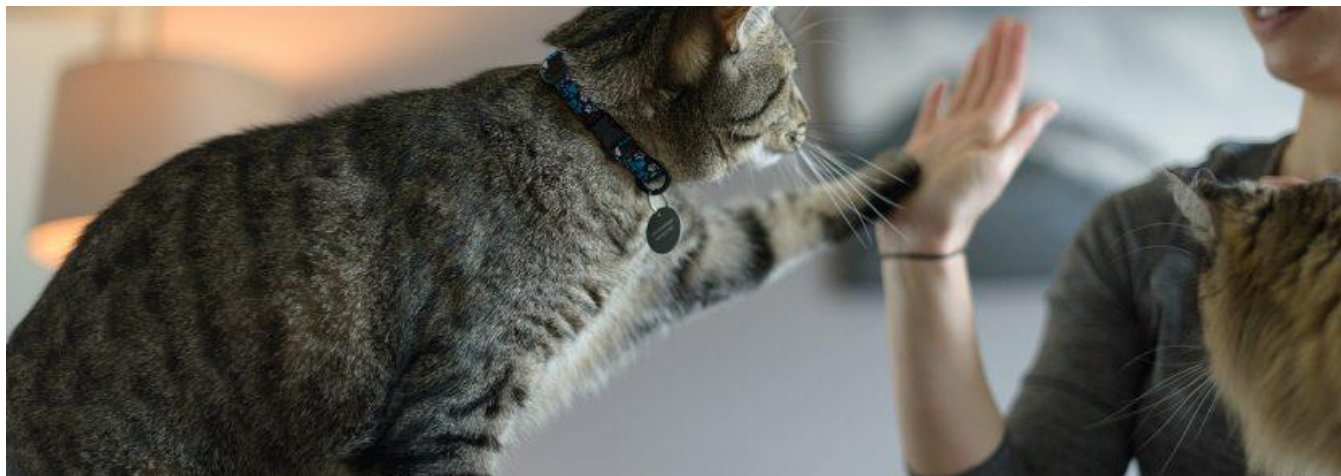
- Yes! Registration is free and easy for veterinary clinics and shelters. With a BC Pet Registry account, you can search pet identification, register pets at your clinic or shelter, purchase microchips on our online store, and take advantage of our other BC Pet Registry features. To register, [please visit our website](#).

How do shelters access their BC Pet Registry store?

- To access the store as a shelter, please [login using your Shopify account details](#). Once you are logged in, you can view the shelter-specific product list.

I am having problems with my order. What do I do?

- We would be happy to help! Contact us at: info@bcpetregistry.ca or by phone at: 1-866-622-7722 and we can help you sort this out.



CONTACT US

Do you have questions? Get in touch with us today!

Email:

info@bcpetregistry.ca

Call Centre:

Toll Free: 1-855-622-7722

Monday to Friday: 9:00
a.m. to 5:30 p.m.

Saturday to Sunday: 9:00
a.m. to 5:00 p.m.

After-hours Line:

Toll Free: 1-866-303-5950

After Hours: 5:30pm -
9:00am PST

Please Note: Our after-hours phone line is to assist veterinarians and shelters in getting lost pets identified and reunited with their families. If your phone call is about your account, please contact us during our regular business hours for assistance.