This complete reference guide is designed to provide you with a comprehensive overview and understanding of Micro-ID, the implanting equipment you are using and the MicroChip Central registration processes—in essence from Chip to Registration!

Micro-ID is a leading supplier of Microchip products and services worldwide. Company Director, Richard Fry, has over 20 years experience in the industry. Supported by an experienced team of microchip trainers and specialists from our UK-based office to offer help and advice on all aspects of microchipping including technical and sales enquiries. We are proud to support many established pet and welfare organisations across the world, including veterinary surgeries, local authorities, welfare organisations, breeders, groomers and even zoos & aquariums.

Nick Brummit, the founder of Wowcher & DogTrac, realised there were several concerns with the existing databases. After extensive breeder and owner research, Nick began putting together a new and improved database that is easy to use whilst being fully compliant with DEFRA.

Working together, using Micro-ID’s team knowledge of the industry and Nick’s research and extensive knowledge of fast acting response, we have MicroChip Central, the most comprehensive database and retrieval system in the UK, if not Europe.

MicroChip Central is an innovative microchip database offering a far more enhanced and efficient way for pet owners to get their pet back fast if it gets lost or strays.
It is important that implanters understand this information...

Since April 6th 2016, it has become compulsory for all dogs aged 8 weeks old and over to be microchipped and recorded with a government approved microchip database, such as MicroChip Central.

For puppies of 8 weeks, the first registered keeper on the database must be the breeder - it is illegal for breeders to sell a puppy that is not microchipped and registered to them with a compliant microchip database. The penalty for non-compliance is a fine of £500 per puppy or a 6 month sentence.

Once a puppy is sold/rehomed, the breeder must initiate a transfer so that the new keeper can ensure their details are added to the database.

By law it is the new keepers responsibility to ensure that their details are registered and kept updated. The penalty for non-compliance is a fine of £500 per puppy or a 6 month sentence.

There is no law, for breeders of cats or other pets to be the first registered keepers, however a lot of cat and rabbit breeders are now using their initiative to do this.

There are specific laws for exotic species and protected Annex A specimens to be microchipped. Equines must be microchipped & passported, by law, with an ISO Standard 15 digit FDXB Microchip. ONLY qualified Veterinarians can implant exotics and equines.

If you need any information on specific animals, please email sales@micro-id.co.uk as to what information you require or visit the DEFRA website; www.gov.uk
Getting to know your equipment

Micro-ID microchips are all Swiss engineered & manufactured in Europe. They are all ISO FDXB, have an anti-migration coating & a lifetime guarantee. We have two types of microchip implanters and two microchip sizes to choose from...

Syringe formats - the all-in-one disposable unit

- The Standard 12mm (green) syringe is referred to as an ST02
- The Original 8mm Mini-Chip (yellow) syringe is referred to as an ST04

Both syringe formats come with a strip of barcodes that match the microchip

Needle & Gun formats - a reusable option

- The Standard 12mm needle is referred to as an ST02G and the green gun that is to be used with it is referred to as a G02
- The Original 8mm Mini-Chip needle is referred to as an ST04G and the gun that accompanies it is referred to as a G04. The G04 is green with a red nozzle

Both needle formats come with a strip of barcodes that match the microchip

If you are unsure about which product to use or which needle goes with which gun, please contact us.
We have a wide variety of microchip scanners, from a tiny handheld scanner to a large waterproof stick reader.

When purchasing a microchip scanner from us, we will provide a test microchip. Usually, it is a circular white disc with an adhesive back that can be kept in the box or stuck somewhere handy.

Prior to microchipping, we would always recommend to use the test microchip to ensure that your scanner is working correctly. If your scanner is not picking up the test chip easily, please get in contact so we can discuss the best solution.

All of our scanners come with a 1 year guarantee.
Not ordered with Micro-ID before?
If you haven’t ordered before and didn’t train to implant with us, we will require the following:

1. Your Training Certificate
2. Your implanter PIN

These can be emailed across to sales@micro-id.co.uk

To place an order with Micro-ID, you can contact us by freephone 0808 123 2447, or by email sales@micro-id.co.uk alternatively via our website www.microidglobal.com

Website Ordering
Simply visit www.microidglobal.com - in the top right hand corner, click on “LOGIN”

This will take you to a page where you can either login with your existing account or to register an account
If you have placed an order with us in the past, it is likely you already have an account set up. If you are unsure of your password, click on “Lost your password?”

This will open a new page which will ask you to enter in your email address which will send you a link to create a new password.

You can then register your own account.

**SEEING THIS?**

This means there is no account associated with the email address provided, you will need to register a new account.
Now that you have logged into your account, you will see your account dashboard which is where you can view your recent orders, manage your shipping & billing addresses and edit your password and account details.

Ready to order? hold your cursor over “SHOP” You can then click on “IMPLANTABLE MICROCHIPS”
Once you have selected the type of microchip product you want to order, you can add the items into your basket - here's how....

Choose your quantity
Our Microchips come in boxes of 10, select quantity as ‘10’

Choose your MicroChip Central Registration
Choose which registration type you would prefer - Online registration is the easiest and most popular registration type

Add to Cart
Click “ADD TO CART” - you’ll see confirmation message above the product image

Repeat the process to add other items required, you can also “VIEW CART” on the right hand side of the page
Understanding your Cart

Check the items and quantities that you have added into your cart.

If you need to delete any of the items, you can click on the small “X” to the left of the items.

If you have a coupon code, you can type it into this box and then press “APPLY COUPON”.

To check your postage costs, click on “CALCULATE SHIPPING”. This will give you the option to make sure the shipping is correct for your order.

If you have made any changes to the order, click on “UPDATE CART”.

You can now click on “PROCEED TO CHECKOUT”.

Visit: www.microchipcentral.com
Making Payment

Reminder for your coupon code if you have one!

Check all of your billing details are correct

Shipping to a different address?
Tick the box and enter your delivery details

Special Delivery Instructions?
Write it in this box i.e. ‘Leave in shed’

Please double check your order

Check the Shipping, VAT and Totals

Choose your payment method and pay
Once your order has been received, your sales advisor will ensure the correct items are ordered prior to sending it to our warehouse.

**Same Day Dispatch**
Most items ordered before 3pm will be dispatched the same day (if items are in stock), with our couriers usually delivering next working day (Mon-Fri).

**Need your Order Tracked?**
If you require your tracking number or you haven’t received the order within 2 working days of placing it, please contact Micro-ID Ltd on 01444 831500 or email sales@micro-id.co.uk.

**FREE DELIVERY!**
Any orders of 100 or more microchips will qualify for free delivery!

**Check your Order**
Once you receive your order, please check the contents thoroughly.

**Environmentally Friendly**
We try to recycle as much packaging as possible.
Microchipping Hints & Tips

Prior to microchipping any animal, we have a few reminders and tips for you...

- Remember to ensure that the animal is fit and well, if there are any signs of illness you can always reschedule
- Check all your equipment is working and that the microchip packets are intact
- Scan the animal thoroughly
  - Prior to opening the packet, scan the microchip in the needle and compare to the barcode on the packet (due to the metal needle the scanners may take a bit longer to pick up a microchip, however this is a normal & necessary step)
  - Once you have implanted the microchip, check implant site to ensure the microchip has not come back out and there is no excessive bleeding
- Advise the owner to keep the animal as calm as possible for at least 24 hours to allow for the wound to heal and reduce the chance of migration or the microchip coming out
- Used syringes or needles, twist the needle off the end and dispose in your sharps container, the rest of the syringe can be put in your household recycling
- Rescan the microchip now that it is implanted
- Register the microchips onto www.microchipcentral.com as soon as possible
- All of our staff are fully trained implanters; should you require a run through of the procedure, please give us a call
Reporting Adverse Reactions

Should you have any problems with the equipment, please return the needles and packets back for testing. Replacements may not be sent until the potentially faulty equipment has been returned.

It is possible for a microchip to come back out after being implanted, there are several reasons this can happen, however it is likely that the microchip has not been implanted properly and/or the animal has been too active after the implant.

The only way for a microchip to be confirmed as ‘failed’ or ‘faulty’ is for the animal to be x-rayed. If the animal is not due an X-ray then it is usually best to re-chip. As a company, we have no confirmed report of a chip failure.

If the animal has a suspected reaction after implantation, we request that we are sent the following details to sales@micro-id.co.uk;

- Implanter details
- Pet details
- Vet details (if not the implanter)

Once we have discussed the issues with the parties involved, we will advise on the best outcome and what we can do to help.

**It is advisable that no animal has a vaccination/booster at the same time as microchipping.**

If the suspected adverse reaction has happened to a dog, it must be reported to the VMD. Once we have received the details about the case, we will be able to advise where you need to go and what you need to do.
IMPORTANT: It is vital that you take an email address and contact telephone number for every new keeper.

Online Registration

Simply log onto www.microchipcentral.com and enter the details following the steps shown on screen. We will usually send online registration forms with these orders. The online forms come with a section for you to keep for your records and a tear off slip for the keepers records.

These are not to be confused with paper registration forms.

You are required by law to keep a copy of the details you have registered for each microchip. Microchip Central will automatically store this for you and the paperwork provided gives you a back up option.

Paper Registration

You will receive paper forms with three sections, to be used as follows;

Section 1) The top section is to be filled in COMPLETELY and sent back to us
Section 2) The middle section is for the implanter records
Section 3) The last section is for the new keeper

Please ensure that all the information is filled out on the paper forms, this is so we are able to register the animals swiftly. You are required by law to keep a copy of the details you have registered for each microchip.

Please ensure you pay for the postage. More than one form can be sent per envelope to save on stamp costs.
If you are new to MicroChip Central, an account will be set up for you onto MicroChip Central.

During the dispatch process of your order you will be sent an email, please follow the instructions in this email to create a password and check your details are correct.

IMPORTANT! If you have already set up a MicroChip Central account, please contact us at sales@micro-id.co.uk so we can assign your microchips to the correct account.
If you are an implanter/breeder and registering one of your own animals:

1. Once you have logged into your account, click on the option “Add Pet”
2. From ‘Add a Pet’ select “I am implanting my own animal”
3. Input your animals details
4. Select the microchip from the drop down list
5. Once this section is complete, click “Add Pet” at the bottom of the page
6. Any pets registered to you on MicroChip Central will appear in the home screen of your account
If you are registering someone else's animals:

1. Select “I am implanting on behalf of someone else”

2. If the person you are registering for does not currently hold a Microchip Central account, click “Create account on their behalf”

If they already have an account, you will need their MicroChip Central User ID and email address.
3. You will be taken to a page where you can input the details of the person you are registering the animal for (you can select multiple options e.g. they are a pet owner and a breeder etc)

4. Once you have added their details, click “register” at the bottom of the page. They will now receive an email asking them to complete their account. This will not effect the registration process.

5. You will be taken back to the add a pet section with their Microchip Central user ID and Keepers Email Address automatically filled in.

If the person you are implanting for is a breeder, please ensure that they are marked as a breeder.
6. Now input the animals details below. When you reach the section to input the microchip number, a dropdown will show all of your available microchips.

7. Select Microchip Number from drop down menu

8. Click the “Add Pet” button at the bottom of the page to complete the registration.

9. The keeper will receive an email containing a link to set a password for their MicroChip Central account.

Simply enter the last few microchip numbers and the list will narrow down the options so that you can easily locate the chip that you have implanted.
1. After completing the previous steps, you will now be able to add another pet to the same keeper/breeders account if you are registering a litter or multiple pets by clicking “click here”
2. If you choose to register multiple pets for the same keeper/breeder, the system automatically prefills the relevant fields assuming you are adding a litter. If you are registering a litter, it will make it much quicker for you.

The system prefills the type of animal, breed, DOB etc. if you are adding another pet for the same keeper/breeder, that is a different litter or species, please ensure that you change the relevant details as they will autofill.
1. When logged in, you will be able to view the animals in your account

2. To transfer the keepership, click on the dropdown menu and select “Transfer” from the list

If the animal is to change keepership, it will need to be transferred by the current keeper/breeder by simply logging into their MicroChip Central account and selecting “Transfer” from the dropdown menu under the animal.
3. This screen will appear where you will be required to enter the new keepers email and contact number and click “Continue”

The new keeper will then receive an email and text inviting them to accept and complete the transfer of the animal

REMEmber! The new owners have 7 days to accept the transfer before it expires
Should an animal be rehomed or taken into a rescue, the initial steps of the transfer should be done by the current registered keeper.

If for any reason the current keeper is unable to initiate the transfer, we would need a letter with any supporting documents to state the animal details, the current registered keeper’s details and authorisation from the current registered keeper for the new keeper to take over the keepership.

We will also require the new keepers details—most importantly a contact number and valid email address.

We may be required to contact the current registered keeper or new keeper by email and/or phone to confirm the pending transfer.

If you have any queries, please contact our team.
1. To edit the pets details, click on the “Edit Pet Details” in the dropdown menu.

2. You will be taken to a page where you can update the picture of your pet, and edit other details.

3. There are some details that cannot be edited such as the date of birth and microchip number.

4. Once you have amended the necessary details, you can click “Save” at the bottom of the page.
1. Log into your account

2. Click on the drop down menu and select “Download Certificate”

3. A pop up will appear asking you to “Open with” or to “Save File”

4. We would recommend saving the certificate somewhere memorable however, you can always come back and re-save it
1. Select the option “Report Missing” from the dropdown menu

2. You will be taken to a page where you can enter the town/postcode of where your pet has gone missing. This will bring up any people who are part of the Dog Watch community for you to contact for help.

3. You can then click on “Report Missing”
4. This confirmation pop up will appear

5. When you click on “Report Pet Missing”, the entire DogWatch Community will be alerted
1. If your pet has sadly passed away, you will be able to mark your pet as deceased on our website by selecting “Deceased” on the drop down menu.

2. A pop up will ask you to confirm the information.
This guide has been written to assist in making the microchipping and registration process as seamless as possible, should you find any faults, issues, or additions you think would be useful to add to this guide, then please contact: sales@micro-id.co.uk

For Microchips & Scanners
Freephone: 0808 123 2447
Visit: www.microidglobal.com

For Microchip Registration
Freephone: 01223 790 100
Visit: www.microchipcentral.com