

# The GVL Update

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GlobalVetLink's December Newsletter



GlobalVetLink.com

The International Standard for  
Electronic Animal Health Management

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## eSignatures Now Available on Health Certificates!

The most recent update to the GlobalVetLink (GVL®) system included the release of secure, electronic signatures to Health Certificates. The eSignature technology is USDA approved and is the same technology GVL users have seen on their Coggins certificates since February 2009.

The addition of eSignatures on health certificates allows veterinarians to email the certificates to their clients or make them available through the owner login at MyVetLink.com. The goal of implementing eSignature technology is

to increase efficiency in the animal health regulatory process, by saving time and money, no longer needing to print and mail certificates to clients.

The convenience of health certificates with eSignatures is a big plus for the animal owners. Once given permission to access a MyVetLink account, their health certificates are at their fingertips. This means no more late-night or weekend phone calls to the veterinarian to get copies of health papers.

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## GlobalVetLink Attends AAEP

GlobalVetLink representatives recently attended the annual American Association of Equine Practitioners conference in Las Vegas, NV.

This is the largest trade show GVL participates in every year and proves to be an effective means for spreading the word of GlobalVetLink's services. In addition to making contacts with potential GlobalVetLink customers, it's also a way to keep in touch with current clients and provides the opportunity to visit with them face-to-face.

Thank you to all who stopped by the booth, be it prospective clients, new clients or those who have been clients since the beginning; your business is important to us. As we look ahead to 2010, we'd like to wish you a Happy Holiday Season and a prosperous New Year!



*Season's Greetings!*



## Message from the President



GlobalVetLink continues to reinvest in our platform as we have expanded our services to GVL subscribers since 2001. We are committed to aiding in the professionalism and efficiency you provide your clients, via GVL.

A few examples of cost savings that have positively impacted veterinary practices by use of GVL services include: reduction of labor, paper, envelopes, postage, overnight fees, paper files, and more... . . . The GVL system offers an opportunity for veterinary practices to gain revenue via your service fees while increasing the efficiency of regulatory services offered by your practice. This is made possible by the enhanced professionalism and real-time connectivity provided by GVL. We make paperwork paperless!

Recent improvements to our platform include:

- 1) Summer 2008 - Approval by USDA of our eSignature system for domestic interstate movement of OCVis, and for use for export use of our EIA certificates system.
- 2) Spring 2009 – eSignature release within our EIA (Coggins) system – allowing veterinarians and diagnostic laboratories to electronically sign EIA forms.
- 3) Spring 2009 - MyVetLink.com release – a ‘sister’ site to GVL for use of veterinary practice clients’ download of secure, read-only, completed certificates (at the discretion of the veterinary practice).
- 4) Spring 2009 -Recognition of our eVFD system via FDA guidance release # 120.
- 5) Fall 2009 - eSignature release for OCVis (eHealth Certificate) system which is USDA approved, and a secure method to allow veterinarians to electronically sign OCVI to allow faster access to certificates by your clients.
- 6) Fall 2009 -eVRx release – for online prescription documentation of antimicrobial use and withdrawal in swine production – to be expanded into other species in 2010.

To keep pace with our costs and commitment to build additional services, we will have a slight increase in some fees, effective December 1, 2009. This fee change is associated with the new license agreement #3.30, found via your login. The fees are found via this link: <http://www.globalvetlink.com/about/veterinary-subscription-fees.html> Please note that one change in the fee structure affects our ‘low volume’ accounts, as we have consolidated our pricing tiers.

We value our growing national subscriber base and continue to commit our resources to growing the opportunities for veterinary practices across the US. We sincerely thank you for your business and continued commitment toward safeguarding animal health by use of GlobalVetlink’s national, real-time, animal health management system.

Regards,  
Kevin Maher

### *Our Mission Statement:*

*To maintain GlobalVetLink’s leadership position as the trusted, online animal regulatory management system standard for veterinarians and animal diagnostic laboratories.*

## GVL Pricing Adjustment

As of December 1st, 2009 a fee schedule adjustment for GVL subscribing veterinarians came into effect.

The most significant change came for vet clinics who were subscribed to the low volume pricing option. The decision was made to go to a single-pricing schedule, therefore eliminating the low volume option. The bottom line for these clinics is a monthly fee increase. Their certificate fee remains at \$4.

All regular volume clinics saw a price increase of \$1 per certificate (on health certificates and Coggins certificates), bringing the price per certificate to \$4.

For the complete veterinary fee schedule please visit this link:  
<http://www.globalvetlink.com/about/veterinary-subscription-fees.html>

These changes will be reflected on your January 1st invoice. If you are not currently receiving an invoice by email, and wish to do so, please contact our support line.

## What Makes a GVL Certificate "Authentic"?

There are several security features built into GlobalVetLink Coggins and health certificates to make them easily recognized as "authentic".

- 1) A watermark that reads: "GlobalVetLink - The Official Online Certificate System"
- 2) Secure, electronic signature. An image of the signature and a time and date stamp are both present.
- 3) Unique certificate number. Every certificate has a unique number. All Coggins certificates start with the prefix "EIA", followed by 6 digits. All health certificates start with the two digit year code i.e. - "09", followed by the two character state code i.e. - "TX", then six digits.

If in doubt, compare the certificate to the original, saved on GlobalVetLink's secure server.

## GVL Training Videos Available on



<http://www.youtube.com/globalvetlink>

## Support Line Frequently Asked Questions

**Q:** *Why does a pop-up open asking for my user name and password when finalizing health certificates?*

**A:** The entry of your user name and password applies your secure, electronic signature to the health certificate. This step is considered a signing ceremony and takes the place of signing the certificate in ink.

**Q:** *Do I have to print copies of the health certificates to send to the states?*

**A:** You do not have to send copies to the state. GlobalVetLink handles sending copies to both the state of origin and the state of destination. In addition to states having real-time access to certificates, we batch them up once a week and send a reminder, letting them know

they're ready for review.

**Q:** *How many laboratories are there to choose from if I wish to run my Coggins through GlobalVetLink?*

**A:** There are currently over 75 diagnostic laboratories signed on to use the GlobalVetLink system. These labs are nationwide, so regardless of your location, chances are there is one near you.

## GlobalVetLink.com Opened up to Additional Browsers

In a recent update to the GVL website, you can now login with browsers other than Internet Explorer and Mozilla Firefox. You will see a warning that you are using an unsupported browser; however, you can click "Proceed Anyway" to try out our site on your favorite browser.

We are informing you that the site has not been tested on browsers other than IE and Firefox, and that our support staff is most familiar with those two. We invite you to try it out in other browsers and let us know if you find any things that don't work. We can't guarantee immediate fixes, but this will help us improve our site's performance on these "unsupported browsers" in the future.

So go ahead, give us a try on Safari, Chrome, or any others you prefer using!



### "Unsupported Browser" Message

Click "Proceed Anyway" to enter GlobalVetLink with your favorite browser.



I hope Santa has a GVL health paper for me!

### Yes! You CAN Write GVL Health Papers for Reindeer!

GVL Health papers are available for the following species:

- Avian
- Bovine
- Canine
- Caprine
- Cervid
- Equine
- Feline
- Ovine
- Poultry
- Swine