

MANAGE SUSPENSE ITEMS WITH AAA LOGIN

Visit angusonline.org to enter your member code.

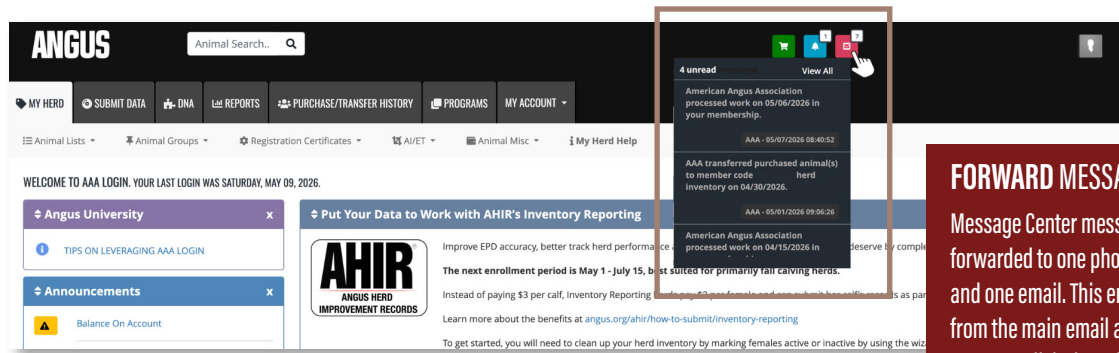
What are Suspense Items?

Suspense items are portions of work orders that cannot be completed until additional or corrected information is provided.

NOTIFICATION OF SUSPENSE ITEMS

If you have items in suspense, along with an email sent to the address on file, a notice will appear in Login's Message Center.

Message Center functions similar to an email inbox and is located in the upper-right corner of the screen under the pink envelope icon.



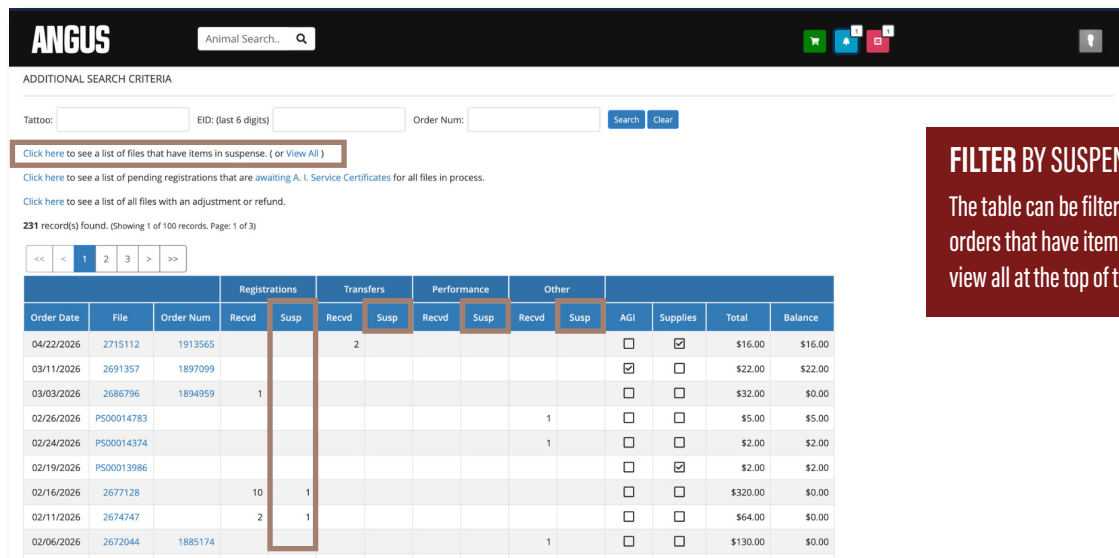
FORWARD MESSAGES

Message Center messages can be forwarded to one phone number, as a text, and one email. This email can be different from the main email attached to the account. Click view all, then Notification Preferences to set up forwarding.

VIEW SUSPENSE ITEMS

To view items in suspense, go to My Account > **Work History - Association**. This page offers an overview of all work orders submitted to the Association and AGI®, regardless of suspense, completion or payment status.

In the table, there are columns labeled "Susp." If a work order has items in suspense, you will see a number in the corresponding column. This shows how many items under that work order will need additional or updated information in order to be processed.



FILTER BY SUSPENSE

The table can be filtered to view only work orders that have items in suspense. Select view all at the top of the page to filter.

To access suspense details, click on the work order's **file number**. This will take you to a summary of the work order. In the suspense column, an unchecked box indicates no issue. Items in suspense will have a **reason or clickable View/Edit** listed.

The screenshot shows the ANGUS Animal Set interface. At the top, there is a search bar and navigation icons. Below that, there are options to create a new set or use an existing one. The main part of the interface is a table with the following columns: Item, Description, Quantity, Amount, Suspense, Status, Reg No., New Animal Set, Dam, Tattoo, Tag, and EID. The table contains 10 rows of registration data. The 4th row is highlighted with a red box, and the 'View/Edit' link in the 'Suspense' column is also highlighted.

| Item | Description | Quantity | Amount | Suspense | Status | Reg No. | New Animal Set | Dam | Tattoo | Tag | EID |
|------|--------------|----------|---------|---------------------------|--------|---------|--------------------------|-----|----------|------|-----|
| 1 | Registration | 1 | \$32.00 | <input type="checkbox"/> | | | <input type="checkbox"/> | | 5001 | 4204 | |
| 2 | Registration | 1 | \$32.00 | <input type="checkbox"/> | | | <input type="checkbox"/> | | 5003 | 4251 | |
| 3 | Registration | 1 | \$32.00 | <input type="checkbox"/> | | | <input type="checkbox"/> | | 5005 | 4253 | |
| 4 | Registration | 1 | \$32.00 | View/Edit | | | <input type="checkbox"/> | | 5006-B25 | 4254 | |
| 5 | Registration | 1 | \$32.00 | <input type="checkbox"/> | | | <input type="checkbox"/> | | 5017 | 4267 | |
| 6 | Registration | 1 | \$32.00 | <input type="checkbox"/> | | | <input type="checkbox"/> | | 5027 | 4278 | |
| 7 | Registration | 1 | \$32.00 | <input type="checkbox"/> | | | <input type="checkbox"/> | | 5040 | 4240 | |
| 8 | Registration | 1 | \$32.00 | <input type="checkbox"/> | | | <input type="checkbox"/> | | 5041 | 4241 | |
| 9 | Registration | 1 | \$32.00 | <input type="checkbox"/> | | | <input type="checkbox"/> | | 5042 | 4242 | |
| 10 | Registration | 1 | \$32.00 | <input type="checkbox"/> | | | <input type="checkbox"/> | | 5044 | 4244 | |

Click **View/Edit** to open the edit screen. The reason for the suspense will be indicated in the red box at the top of the page.

Provide the necessary information in the fields below. When done, **click save and proceed to your cart to check out**. The update will be processed overnight and will be available to view in Login the next day.

If the information can't be provided, an explanation can be submitted by selecting the **Send Comment** button. New comments are shared with the Member Services team in hourly reports. Once received, a team member will reach out with next steps, if necessary.

The screenshot shows the edit screen for a registration item. At the top, there is a pink error message box with the following text: "The following errors occurred on your Registration. Please correct these errors and click save to resubmit or click send comment to submit changes needed outside of this registration." Below the error message, there are two bullet points: "First owner is suspended." and "Breeder didn't own sire when dam was serviced. An AI Service Certificate is required." Below the error message, there are several sections for registration details: "Breeder:", "First Owner:", "Sire:", "Owner(s) on the date of service:", "Dam:", "Owner(s) on the date of calving:". The "Dam:" section is highlighted with a red box. It contains fields for "Sex" (Bull), "Date Calved" (01/02/2025), "Birth Group", "Artificial Insemination" (Yes), "Tattoo/Brand" (5006), "Tag", "First Owner", "Dam" (AAA), "Embryo Transplant/WF" (No), "Animal Name", "Birth Weight", "Calving Ease", "Primary ID", "Secondary ID", "Twin", "Sire", and "Store Electronically" (Yes). There are also buttons for "Save", "Reset", "Send Comment", and "Return To List".

ADDITIONAL RESOURCES

Looking for additional guides? Angus University's Leveraging AAA Login video series offers step-by-step guides to help you manage your Association business and herd information in Login.

