

Questions and Answers:

### **ARE ALL ICSB'S THE SAME?**

All ICSB's should be using ICSB media and freezing in the ICSB method that they were taught in at the inception of their center. However, it is important to know that there are other Veterinarians and Technicians in facilities with the ICSB trained representative. ICSB does not have any jurisdiction over the use of other company's methods or medias. Please always ask to make sure they are using ICSB products and methods on your dog. Each ICSB center is unique in its billing, client and facility setup. You will need to contact the center that you had your dog collected at in order to access your records.

### **HOW MUCH DOES IT COST TO HAVE MY DOG'S SEMEN FROZEN?**

The base price is \$324.00 for up to 4 vials stored. The way the charges break down are as follows: \$45 file set up for a new dog, \$79 1 year storage, and \$200 for the processing and evaluation. If the dog produces more than 4 vials, each additional vial is \$60.00 per vial that you choose to keep. If you do not want to pay for the additional vials, they will be absorbed into the collection as part of the 4 vials. Once it has been decided that you only want 4 vials, it is important to know that they cannot be divided back out.

### **WHAT IF I HAVE OTHER DOGS WITH YOU?**

If you have other dogs with us, you may receive a discount on your bill at the time of the new dog collection. Your cost for storage may be prorated so that you will receive all of your dog's storage on one billing.

### **WHAT DO I NEED TO BRING?**

A copy of your dog's registration and the dog's DNA profile number. If you do not have a DNA number, we will have a kit available for you at the show. All registered AKC dogs must have DNA done in order to register the litter from frozen semen.

### **WHAT FORMS OF PAYMENT DO YOU TAKE?**

We accept Cash, Check, Credit Cards. The credit cards we accept are VISA, MASTERCARD AND AMERICAN EXPRESS, DISCOVER. We do offer a payment plan with a \$50 down payment. If you would like to use our payment plan, it is important to know that the semen WILL NOT be release or transferred until it is completely paid for. The payment plan will be customized to meet your needs regarding the vial count. We do not charge interest if the transaction is paid for within the time period agreed upon. All late bills will be charged a monthly \$5.00 late fee and 1% interest of total due.

## **HOW MANY VIALS PER INSEMINATION?**

One vial is one insemination. Each vial is packaged with enough live, motile, normal sperm cells for one insemination. It is important to know that adding more to a collection does not necessarily increase your chance of success. ICSB is very careful to do a test thaw before the semen is put into deep storage. This test thaw is to see how the semen recovered AFTER the freezing process. This information is what aids us in packaging each vial optimally.

## **HOW DO YOU COLLECT THE DOG?**

Collecting the dog is painless and most the time enjoyable for the dog. If we have access to a female in season we will often place her in front of the male being collected to promote a more “natural” breeding environment. This will often focus the male dog and he will tend to be more willing to give, and become more comfortable in the situation. You will be asked to hold your dog and protect our technician if necessary from your dog. Please disclose any behavior issues or bring a muzzle if you know your dog has any anxiety or issues with strangers, veterinarians, being touched in various areas or with other dogs. The collection is a manual collection. The bulbus glandis is stimulated and the ejaculate is generally obtained within minutes. The penis is never stimulated. The manual collection is intended to simulate a natural tie. Usually the first and second fractions of three in the semen are collected. The third fraction is a clear prostatic fluid that the dog will continue to ejaculate for a few minutes after the collection has finished. It is normal for the dog to continue ejaculating and the penis to be engorged for a period of time. Eventually, sometimes within seconds, sometimes extended minutes, the bulbus and penis will soften and retract back up into the sheath. The dog will go back to his normal behavior as if nothing has happened. Some dogs may be a little tired.

## **IS THE SEMEN FROZEN RIGHT AWAY?**

Evaluating and processing the semen for freezing is done on sight, at our office and at shows. The freezing is also done at that time. The complete process generally takes about 1 hour. Often we will call you with your results, as it is difficult to assess how each dog’s semen will thaw back after the freeze. You may also call back or stop by for your results after 1 hour.

## **WHAT DO I GET AFTER THE COLLECTION.**

## **DO YOU FREEZE IT IF IT IS NOT ANY GOOD?**

NO. If the semen looks as though it may not be suitable for freeze, we will advise you of that. If you chose to freeze the semen anyway, ICSB will make a note of that and it will accompany the semen to where ever you chose to have the semen shipped to for the insemination. ICSB prides itself in offering our clients the best quality service that is

backed by utilized research. If we don't feel the semen is good enough to represent our 45 years of quality, we will let you know.

### **WHY WOULD YOU NOT FREEZE THE SEMEN?**

If the motility is too low going into the freeze.  
Poor recovery after the freeze and thaw.  
High abnormalities  
Excessive white blood cells  
Unusual or high amounts of debris that inhibit the semen  
Extremely low count

### **WILL YOU CHARGE ME IF MY DOGS SEMEN IS NOT ANY GOOD?**

We will collect your dog and evaluate the semen. If there is no semen seen or it is an extremely small amount and an analysis is not done the cost is \$45.00 for the collection. If there is semen and a full evaluation is done and the semen should not be kept at our advising, the cost is \$45.00. If the semen is collected, evaluated and you decide not to keep it the cost is \$95. If the semen is collected, evaluated and frozen with a poor recovery and you chose not to keep it the cost is \$95. With all 95 evaluations you will receive in the mail a copy of a full evaluation of the semen for your records.

### **WHY WOULD MY DOG PRODUCE THIS TYPE OF SEMEN?**

There are so many variables involved with how the semen looks and behaves. It can range from age, diet, environment, health, genetics, injuries, infections, mental health, breed, medications and physiology...and on and on. There is often a way to correct semen issues, we will guide you to discuss these issues with your veterinarian and provide you with information on what we have seen. We do not diagnose.

### **DO YOU KNOW OF ANY SUPPLEMENTS THAT CAN HELP MY DOGS SEMEN?**

We offer a product called CF+. The active ingredients are Perna Muscle, Brewer's Yeast and Alfalfa. This is an all natural product that we have seen amazing results with. It works with male sperm production as well as regulating the female's cycle. This supplement can not correct any issues that need to be addressed by a Veterinarian.

### **DO YOU DO ANYTHING ,BESIDES COLLECT, ANALYZE, FREEZE AND STORE SEMEN?**

ICSB offers a full line of reproduction products that you can find on our website. ICSB offers artificial inseminations at our clinic in Boring, Oregon. ICSB assists in the surgical inseminations through our affiliated veterinary clinic, Gresham Animal Hospital in Gresham, Oregon.

We do offer the service of vaginal cytology's to aid you in your timing decisions for breeding. We hope that you use this type of test as a window of when you need to have a progesterone test drawn. We do not offer progesterone testing at our facility. We encourage you to call around and find the best price that you can, as the price varies greatly from clinic to clinic.

As always, ICSB is available Monday thru Friday, 9-5 for appointments and questions. We do offer weekend and holiday breeding appointments for after hour fees. We do not offer freezing services on the weekends and holidays, unless we are at a show.

## **HOW DO I USE OR RELEASE MY DOGS SEMEN?**

All accounts must be current with no balance owing.

Before semen can be released, you will need to fill out a SEMEN RELEASE FORM. This form was in your initial packet you received after your dog's semen was stored. It was included with the invoice. You may also find this form on our website, [www.ik9sb.com](http://www.ik9sb.com), under forms. This release is critical in order to start the process. **NO SEMEN LEAVES OUR FACILITY WITHOUT A SIGNED SEMEN RELEASE FORM.** The minute your female comes into season, please fill that out and fax or e-mail it into our office. You may leave the "when to ship" part blank and call us a few days before you need the semen. Semen should not ship on a Friday or Holiday Weekend if at all possible. Please note the STAT fees that can and will be charged if the release is received incomplete or needed within 1-2 days without prior notice. Same day notice is an additional \$95, next day notice \$75.

## **HOW DO YOU SHIP THE SEMEN?**

The semen is shipped in a 28 pound, liquid nitrogen dry shipper. The semen is kept in deep freeze of -190°C. There is no alternative to shipping in this container. We ship Fed Ex and UPS. We do not use personal or business shipping accounts, as it does not allow us to have access to information we need if the shipment is lost or delayed.

## **HOW MUCH WILL IT COST?**

We charge \$95 for semen prep, \$75 for a 1 week tank rental. The rest of the cost is for shipping. The shipping cost is dependent on where it is shipping to and how quickly it needs to be there. A typical shipment within the United States ranges between \$300-\$600. This includes the return label to have the tank sent back to us. Semen will only be shipped with a credit card on the release form. If you need to use an alternate payment method, the funds will need to be processed (such as a check) and cashed well before the shipment can be shipped. These shipping costs are subject to change on a daily basis as UPS and Fed Ex are constantly updating their system. Your charge today may be different than next months.