

User Guide – Summary

# OFFICIAL

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# 2 Overview

This User Manual gives a summary of all the available functions in the MyOzChase website.

Anyone who uses the MyOzChase application, must be a registered user and have a login to the website via a unique email address (and password).

### 2.1 Logging In

To log onto the MyOzChase site, you must have a unique email address that has been recorded in the OzChase system. Most racing participants (Owners, Trainers) will already be pre-registered to use MyOzChase, if they are licenced and have a unique email address.

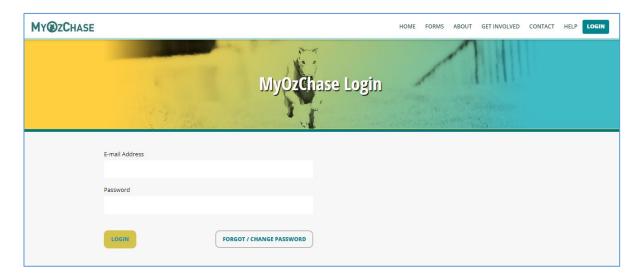
If you are unsure about your registration status, call your Greyhound Racing State Authority to enquire about this.

To access MyOzChase, open a browser session (Chrome, Internet Explorer, etc.) and type: <a href="https://www.myozchase.com.au">https://www.myozchase.com.au</a>

This will open the MyOzChase website:

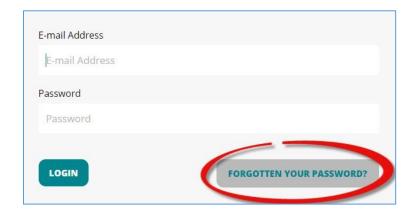


- 1. Click on the 'Login' button in the top right-hand corner or below the MyOzChase logo.
- 2. Enter your unique email address and your password on the login screen and click on the 'Login' button.



# 2.2 Forgotten Your Password?

If you have forgotten your password, then the 'Forgotten Your Password' button can be used on the Login Page:



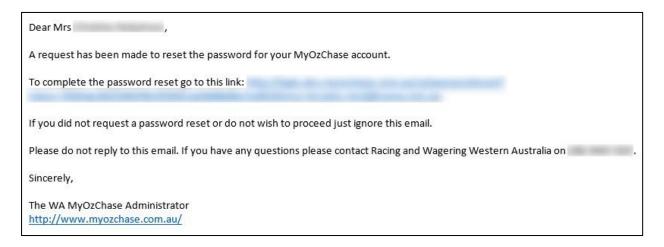
This will prompt you to enter your email address so that a notification email can be sent to you which contains a link to allow you to change your password.

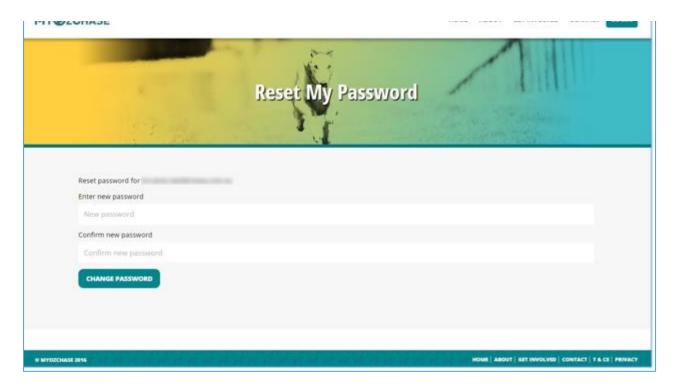
Once submitted, a reset confirmation message will be displayed:



A check will be done to determine if a registered user exists with the specified email address. If found, an email will be sent to the nominated address.

Details in the email will include a link, which you will need to click in order to display the Reset Password screen:





A success message will be displayed once a new, valid password has been supplied.



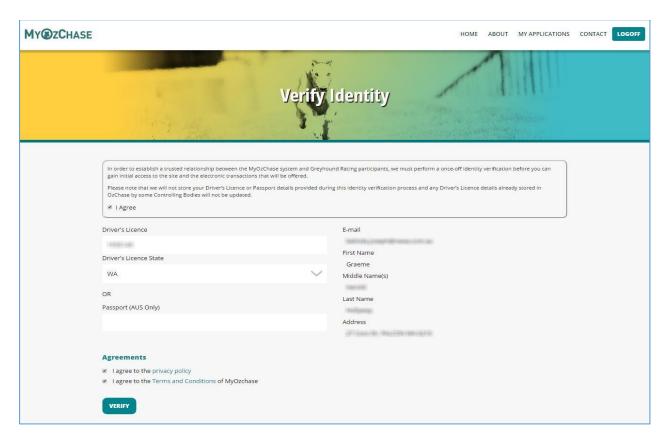
Click on the 'Login' button in the top right-hand corner of the screen to log in again with the new password.

Note: This password will need to be used with your Online Nominations account as well if you have one.

## 2.3 Identity Verification

If this is the **very first time** that you are logging into MyOzChase, then you **may** be required to verify your identity. When you attempt to log in on the MyOzChase website, you will be redirected to the 'Verify Identity' page.

Your details will be retrieved from the OzChase system and displayed on the screen:



- 1. Enter your driver's licence **or** passport number (if these details are not already populated on the screen).
- 2. Agree to the privacy policy and MyOzChase terms and conditions.
- 3. Click on the 'Verify' button to proceed.
- 4. You will see a message indicating that verification is in progress. Once your identity has been successfully verified, a message will indicate this and provide you with a link to log in to MyOzChase as a verified participant.
- 5. If your identity could not be successfully verified, you will receive an error message.

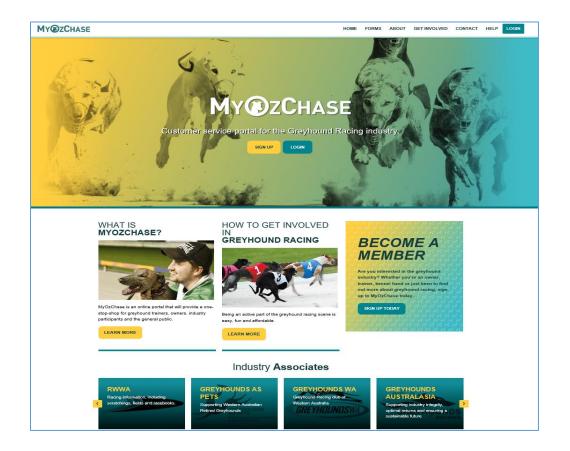
⚠ Identity Verification Failed. Please contact your relevant State Controlling Body to ensure your personal details are up to date.

6. You can either correct your Driver's licence or passport details to try again or you will need to contact your relevant Greyhound Racing State Authority.

# 3 MyOzChase general navigation

# 3.1 Homepage tabs

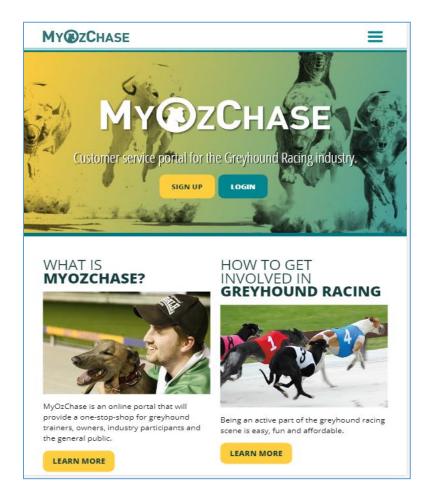
There are a number of options available on the main landing page in MyOzChase:



- Home redisplays the landing home page
- Forms displays a list of Registration Forms that are available for the various State authorities. Initially, only WA will have forms available for downloading. Clicking on the other State names, will display a message that no forms are available.
- About provides a short introduction on the purpose and vision of the MyOzChase website.
- Get Involved provides more information on the various ways to be a part of the greyhound racing industry.
- Contact provides contact details for each State registered to use MyOzChase. If you are logged in, clicking the 'Contact' link will show only the contact details for the State that you're currently registered in.
- Help displays frequently asked questions.
- Login displays the login screen.

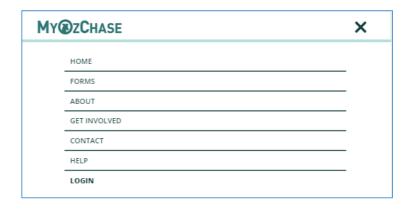
#### 3.2 Mobile View

If you are accessing MyOzChase on a mobile device or iPad, then the display of the landing page will show the menu options in the hamburger icon ( ≡ ):



Clicking on 

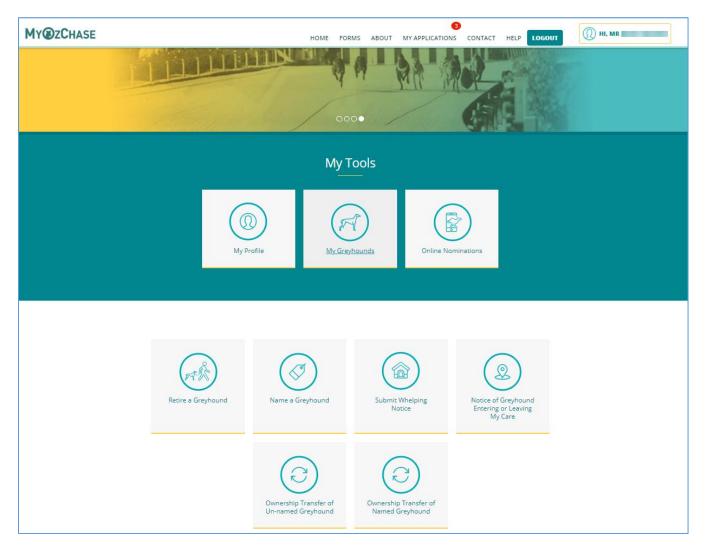
■ will display the options:



All screen samples in this document will be desktop images.

# 4 MyOzChase - basic functionality

Once you have logged in to the MyOzChase website, you'll be redirected to your dashboard:

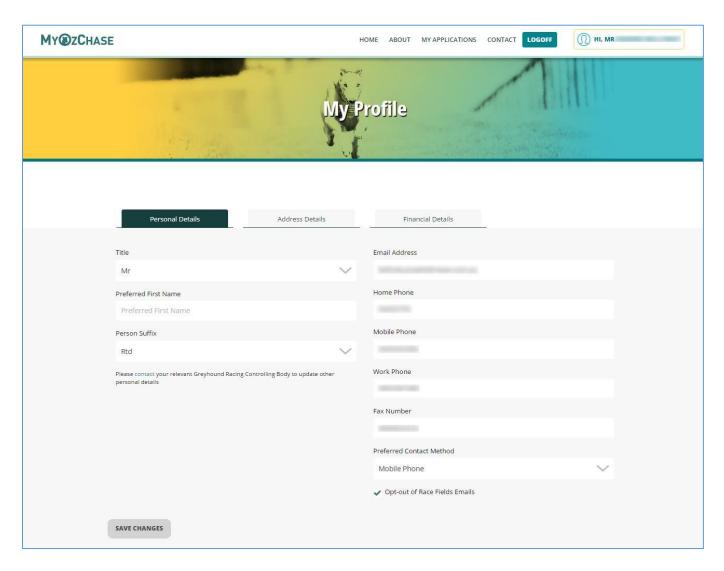


The functions that are available on your dashboard will be dependent on the type of licence that you currently hold (e.g. Owner, Trainer, no licence). The functions listed below will be explored in the next sections:

- · My Profile Available to licenced and un-licensed users
- My Greyhounds
- Online Nominations (only available to users with a Trainer licence) Clicking on this link opens a new page
  which takes you to the OzChase Online Nominations site. This site allows Trainers to nominate their
  greyhounds into Race Meetings.
- My Applications
- · Retire a Greyhound
- · Name a Greyhound
- Submit Whelping Notice
- · Change Greyhound Trainer/Kennel
- · Transfer an Un-named Greyhound
- · Transfer a Named Greyhound

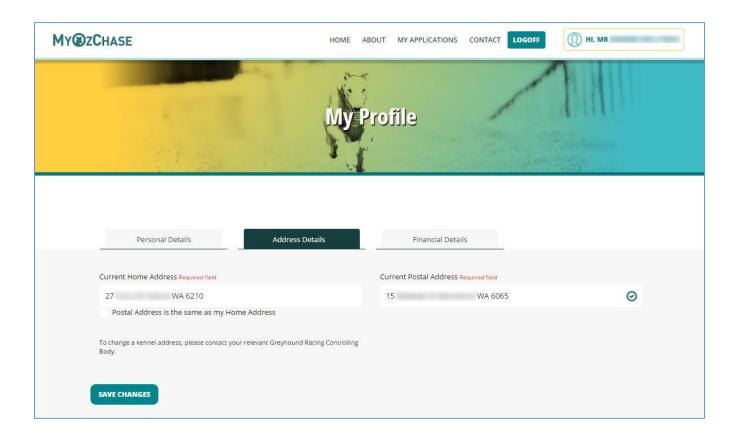
# 4.1 My Profile

On the first tab of the 'My Profile' function, you can review and amend certain personal details stored on your account. If you require changes to other details not available through the 'My Profile' function, please contact your relevant State's Greyhound Racing Controlling Body.

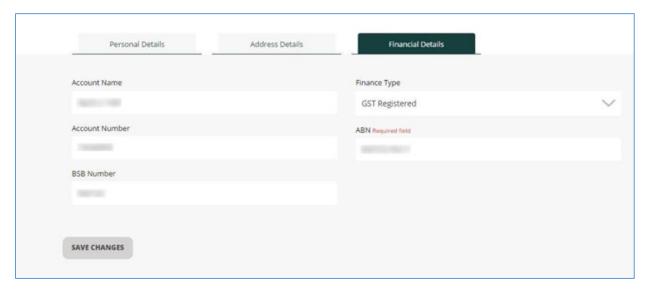


The second tab provides the functionality to view or change your home and postal address stored on your account.

If your Postal Address differs from your Home Address, then the checkbox should be unticked so that the postal address can be entered/viewed:



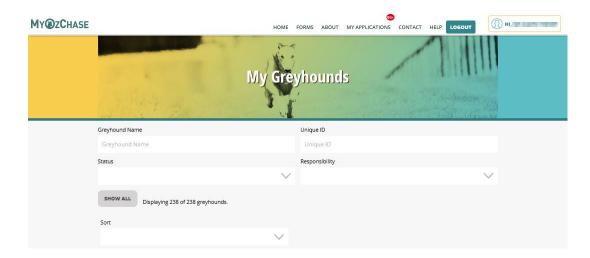
The third and final tab provides the functionality to view or change your financial details stored on your account:



## 4.2 My Greyhounds

If you are a licensed Greyhound Racing participant, the 'My Greyhounds' function allows you to view a list of all the greyhounds to which you have a current responsibility (excluding deceased greyhounds). This may be as the greyhound's Owner, Trainer or if the greyhound is kennelled on your property.

If there are more than 20 greyhounds in the list, then the search input will be automatically opened for you to enter a search criteria. Note there may be a wait while the system retrieves the full list of greyhounds immediately on entry to the screen:

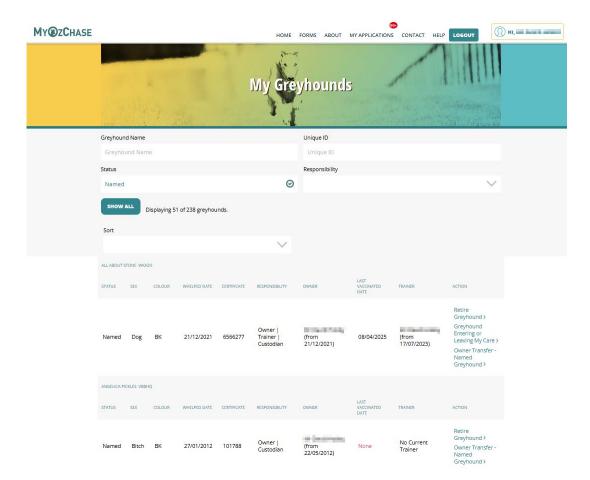


A full or partial greyhound name can be specified for the search. Note there is now no longer a Search button – the filtering of Greyhounds is dynamic and will occur immediately once characters are entered into the search fields. Alternatively, you can click on the 'Show All' button to display all your greyhounds.

A new addition to the search options is the ability to filter the greyhound list based upon the association you have to the greyhound. This 'Responsibility' contains filter values such as Trainer, Group Manager, Owner etc.

On this page you also have quick links to some of the actions available in the MyOzChase website, based on your access and/or licence type. For example, links for ownership transfers will only be available to individual or the Manager/Contact for a Group/Syndicate that owns the greyhound.

These actions are also available on your dashboard.



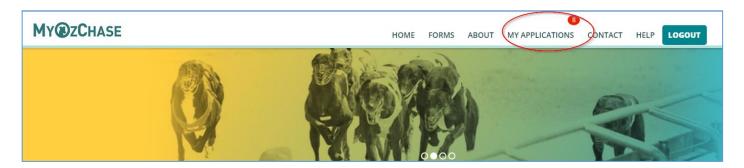
Clicking on these links from the My Greyhounds page, will take you to the specific function with the greyhound details already pre-selected.

# 4.3 My Applications

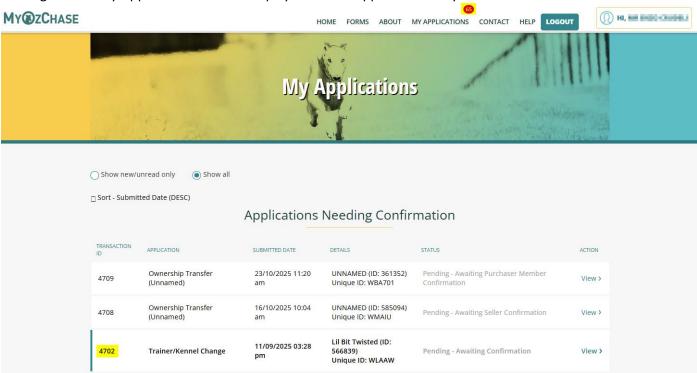
You can view applications which you have submitted via MyOzChase by clicking on the 'My Applications' link in the top menu. You will also see those applications which have been lodged by another person, for a greyhound that you currently have ownership or custody (trainership) of.

# 4.3.1 Un-read Counter and Flag

If there are notifications awaiting viewing by you, then a counter indicating the number of un-read entries is displayed at the top of the pages (above the 'My Applications' menu item):



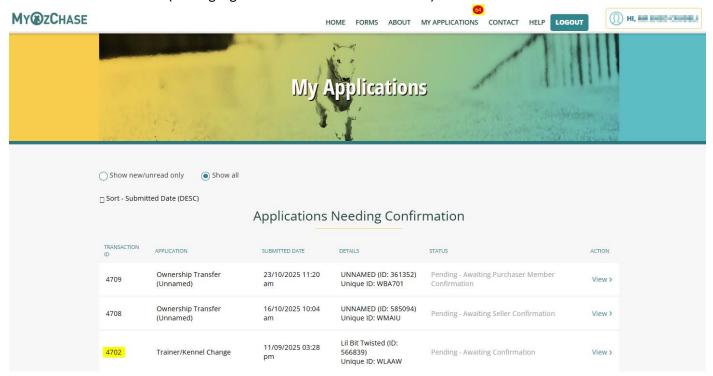
Clicking on the 'My Applications' link will display a list of all applications for you:



On this page, you will see which type of applications you have submitted, the date of each application, the greyhound involved and the status of the application. Clicking on the VIEW link (on the right of the page) will open the details for the selected application.

Those entries that have **not been read** will be marked by '|' and the text will be **bolded**.

Once the application has been viewed, the counter ( ) will be reduced by 1, the marker will be removed, and the text will be in normal font (see highlighted items on the screen below):



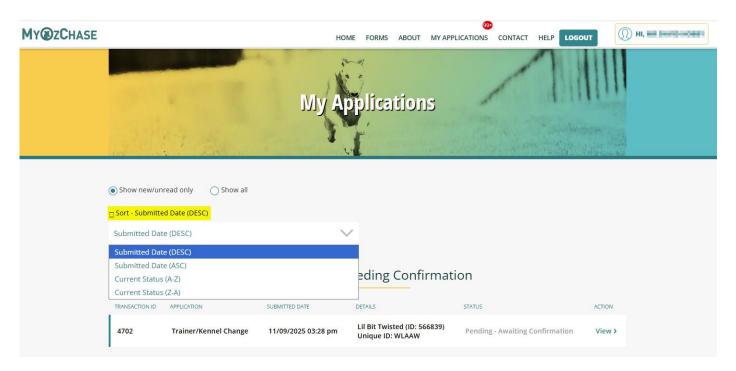
If there are more than 99 applications still to be read, then the counter will show

# 4.3.2 Filter, Sort and View

The default on entry to the 'My Applications' page is to list **all** your applications. If you wish to filter the list to show only those applications that have not been read, then the 'Show new/unread only' radio button should be clicked:



If sorting is required, then the following options available are:

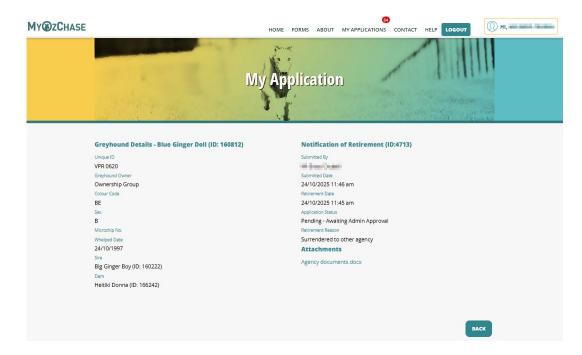


Applications will be sorted based on the selected criteria. The sort sequence is applied to the applications within each section (not across sections) - e.g. Pending Applications, Recently Approved/Declined.

If you have a query about a specific application, please quote the transaction ID number of the particular application when contacting your relevant Greyhound Racing Controlling Body.

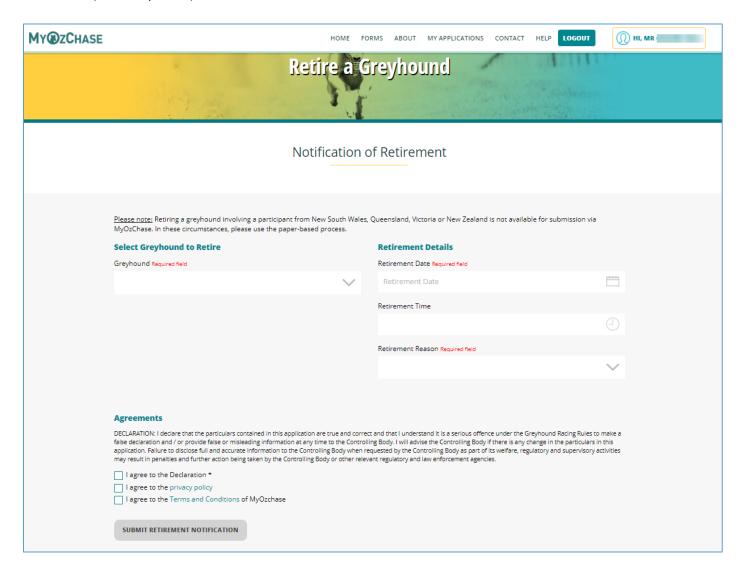
Alongside each transaction will be a link to 'View' further details related to the selected transaction. This expanded view will include:

- Greyhound details such as Unique ID, colour, sex and ownership
- Transaction details such as a submission date/time, date/time the event occurred (e.g. retirement), application status and any other additional information related to the application

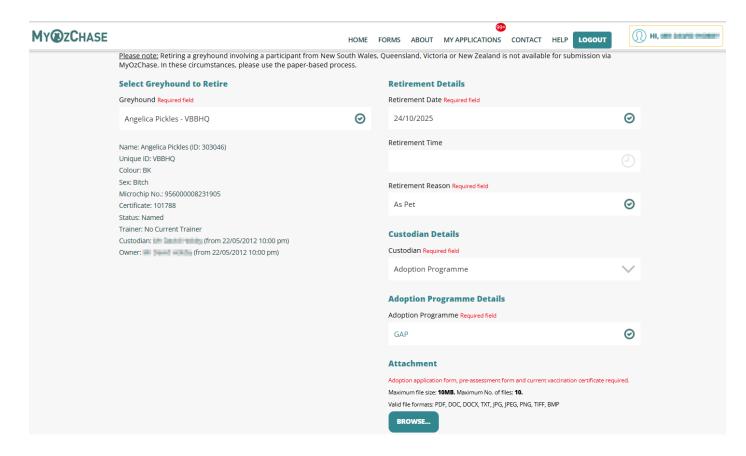


# 5 Retire a Greyhound

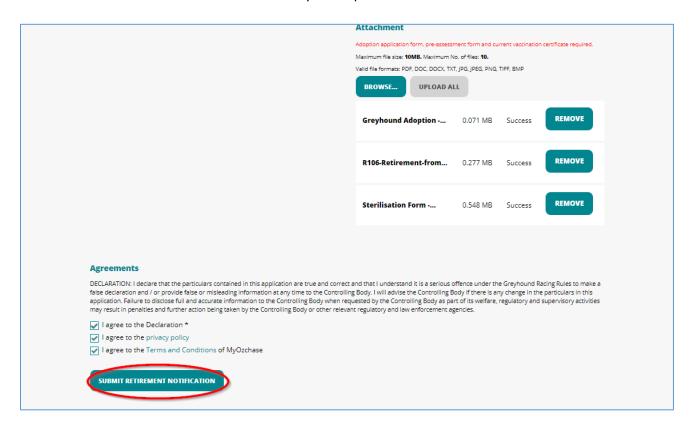
To complete the Retirement form, select the greyhound to retire from your drop-down list, enter the date of retirement (time is optional) and the reason for retirement.



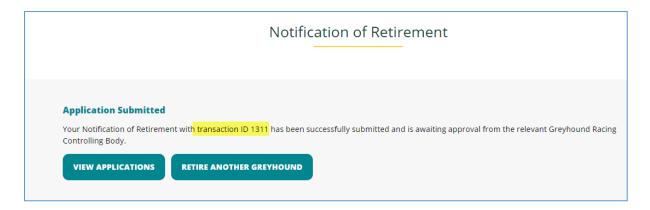
Some retirement reasons may require you to provide more information, by selecting options from dropdowns and attaching supporting documentation:



Once you have supplied all the necessary details, indicate your agreement to the declaration, privacy policy and website terms and conditions and then submit your request:



A confirmation message, indicating your transaction ID, will be displayed once you have submitted your retirement request:



It is then up to the State Racing Body to approve the request to update the details.

# 6 Change Trainer/Kennel

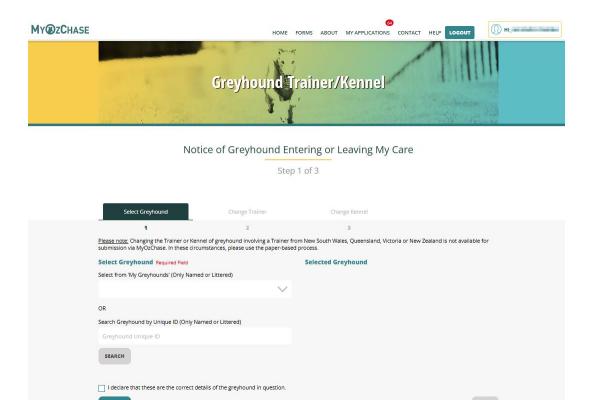
#### 6.1 Submit Trainer Transfer

# 6.1.1 Select Greyhound

The "Change Greyhound Trainer/Kennel" option will take you to the online form for changing a greyhound's Trainer and/or kennel. This function can be used to transfer trainership and/or move a greyhound from one to another of your kennel addresses.

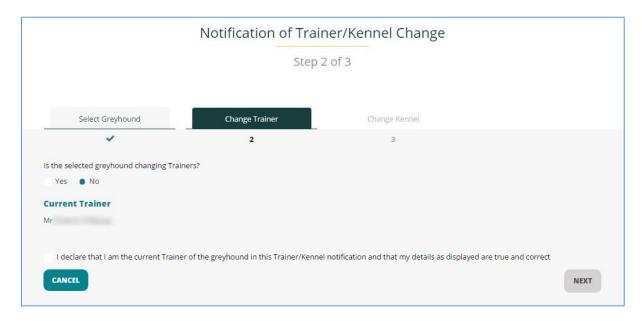
This form consists of a 3-step process. On the first tab, you will be required to select the relevant named or littered greyhound for the application.

A trainer transfer request can be initiated either by the current trainer or the new trainer. If you are the current trainer, then you will select the greyhound via the drop-down list. If you are the new trainer, then select a greyhound by entering a valid Greyhound Unique ID.



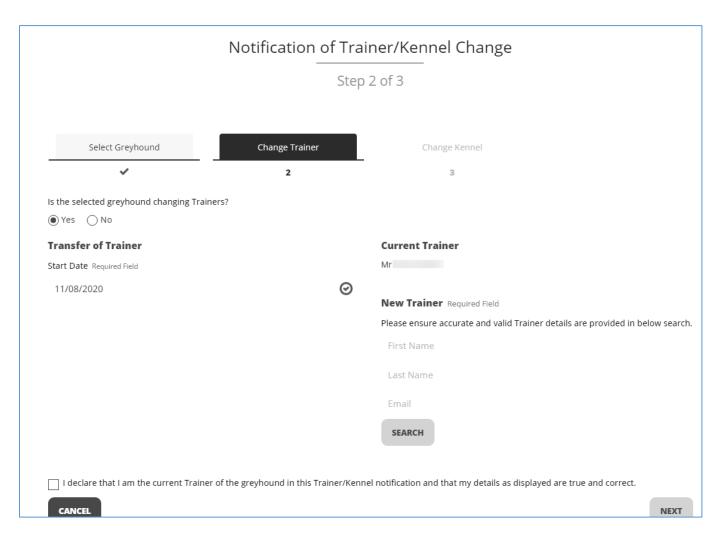
# 6.1.2 Change Trainer

Once you have made a selection, the greyhound's details will be displayed to the right of the form. Please check that these details are correct before ticking the declaration box and proceeding to the NEXT tab:



If you are the current Trainer of the greyhound and you only want to move the greyhound to another kennel address registered to you, then select 'No' to the question, tick the declaration and proceed to the next tab.

If a change of trainership is required, then select "Yes" to the question. You will see your own details displayed as the current Trainer and you will be presented with input fields for the new Trainer's details. Please ensure that you have the correct first name, surname and email address of the relevant person, as an exact match is required on the system:

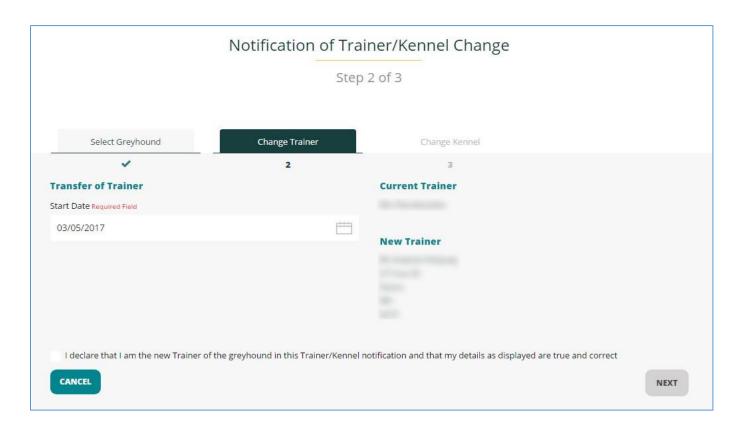


The system will validate that the details:

- Exist in the OzChase system
- Belongs to a person who holds a Trainer Privilege licence (e.g. Public Trainer, Tiered Trainer etc)
- Belongs to a person who is a registered MyOzChase user
- Belongs to a person who is registered in a State/Country that is permitted to use MyOzChase. Those States/Country not permitted to use the system are NSW, QLD, VIC and New Zealand.

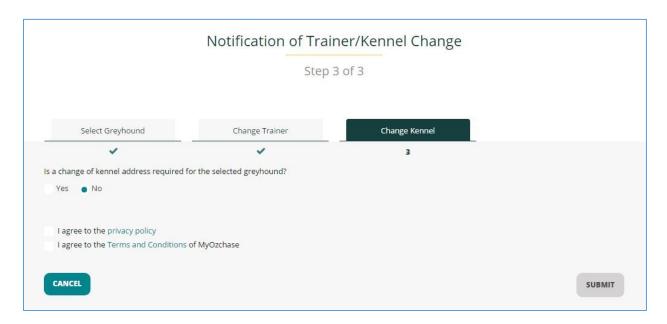
If any condition is not met, then an appropriate error message will be displayed.

If you are the new trainer, then this 2<sup>nd</sup> tab will already contain your details and you will just be required to enter a Start Date, tick the Declaration and move to the next tab:



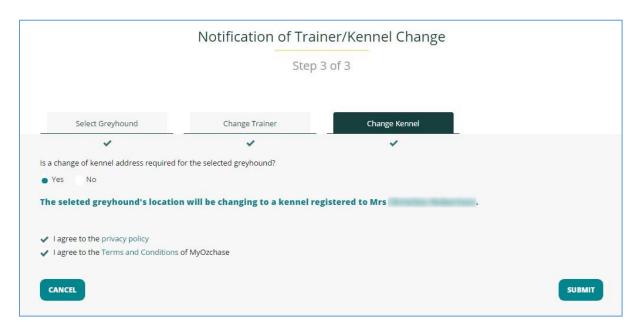
# 6.1.3 Change Kennel

On the third and final tab, you will be required to nominate the Kennel Address that the greyhound is relocating to. If the greyhound is remaining at its current kennel address, ensure that you select "No" for the question "Is a change of kennel address required for the selected greyhound?

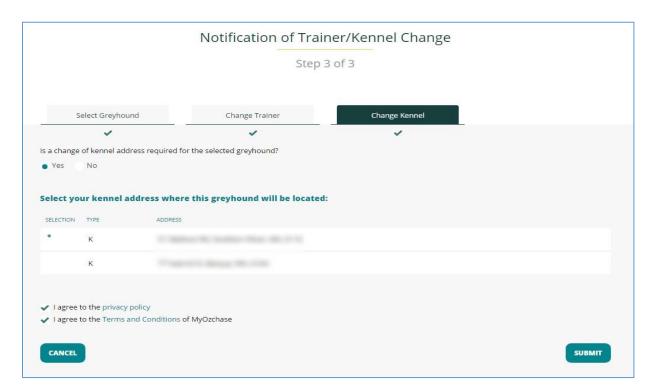


If the greyhound is moving from one kennel address to another, select "Yes" for the question.

If you are the current Trainer and the greyhound is moving to a kennel address registered to the new Trainer, you will be presented with a message confirming this (but you will not be allowed to select the new address):

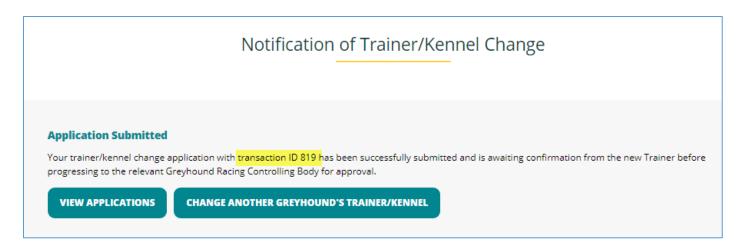


If you are the new Trainer submitting the application or if you are the current Trainer changing the greyhound's kennel address to another of **your** registered kennel addresses, you will be able to select the relevant kennel address to which the greyhound is being moved:



Once all the required fields have been completed on all three tabs and you have ticked the required privacy policy and terms and conditions agreement boxes, you will be able to click on the "Submit" button to lodge the application for confirmation by the other party and approval by the relevant Greyhound Racing Controlling Body.

On clicking SUBMIT, you will receive a confirmation message which will include the transaction ID for your transfer request:



You can review the details of the transaction by viewing the application from the 'My Applications' area.

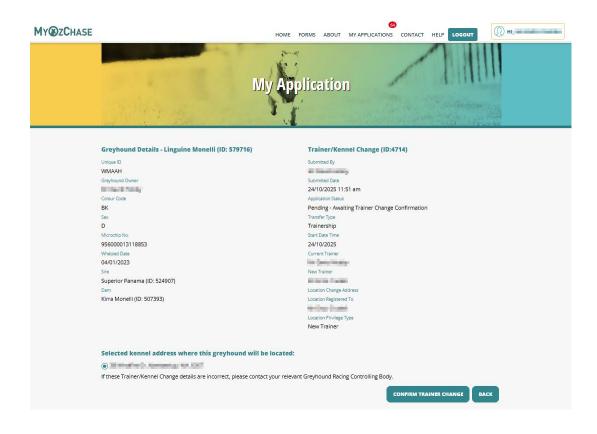
#### 6.2 Confirm Trainer Transfer

Depending on who has lodged the Trainer change application, the other party (current or new Trainer) will receive an email requesting they confirm the trainer change application. Clicking on the link contained in the email will take you to the MyOzChase login page. Once you have logged in, you will be taken directly to the application details page where you can confirm the transfer.

If you did not log in using the email link, then you will need to access the 'My Applications' option and select (View) the application from the list.

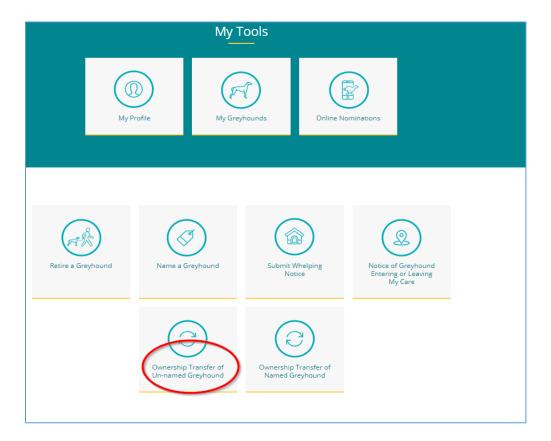
If you are the relinquishing trainer confirming the transfer, then you will just need to click on the Confirm button.

If you are the **new trainer** confirming the transfer, then you have the option of selecting a new Kennel Address at this point:



# 7 Transfer Un-Named Greyhounds

Access to the Transfer Un-Named Greyhound function is via the My Greyhound List (from the links on that page) or from your dashboard:



#### 7.1 Submit Owner Transfer

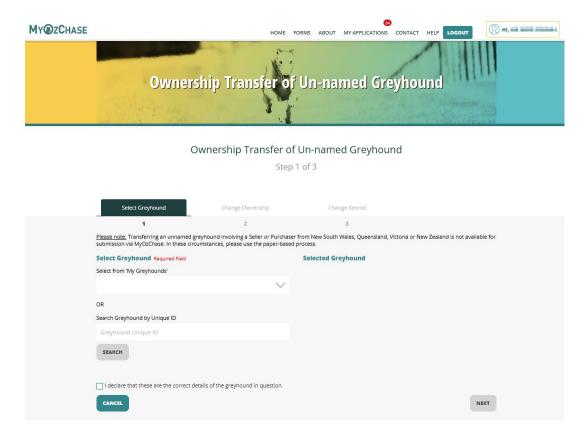
The process of transferring Un-Named and Named greyhounds is very similar. The main difference is that the Unnamed Transfer option, is for pups that are 'Littered' (not ready for racing yet). The Named Transfer option, as the name suggests, is for greyhounds that are already "Named" but can also be used for greyhounds that are "Retired for Breeding". Greyhounds retired for any other reason cannot be transferred using this function.

# 7.1.1 Selecting a Greyhound

In the same way as the Trainer Transfer is done, an Ownership Transfer also comprises 3 tabs, the first of which is the greyhound selection tab.

The greyhound can be selected either from a drop-down list, which shows all your greyhounds (if you are selling the greyhound), or by entering a valid Greyhound Unique ID (if you're purchasing the greyhound).

If you have entered this function from the My Greyhounds List (via the link), then the page will be auto filled with the details of the greyhound that you selected on that screen.



Once selected, the details of the greyhound will be displayed. If the details are correct and there are no errors, you can click on the declaration and progress to the NEXT tab.

#### **Possible Errors:**

MyOzChase will verify that the current owner of the greyhound (individual or members of a group) are registered users.

This check is required since (in some States), members of the Selling Group/Syndicate must confirm the sale prior to the transfer being approved by the State Authority (the same validation applies to the Purchaser if a Group/Syndicate is involved).

The mechanism for obtaining each members approval, is for MyOzChase to send a confirmation email, which then requires the group member to log into MyOzChase and confirm the sale.

If any individual (or member of either a Selling or Purchasing group/syndicate) is not a registered MyOzChase user, then the following (or similar) message will be displayed.

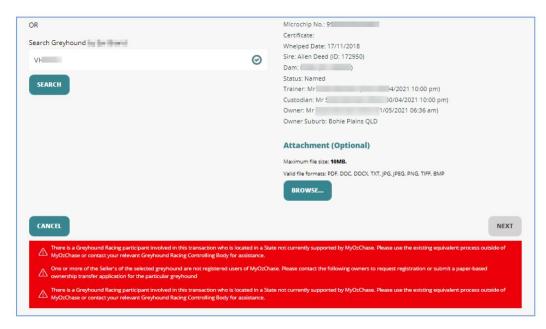
### Seller Message:



#### Purchaser Message:

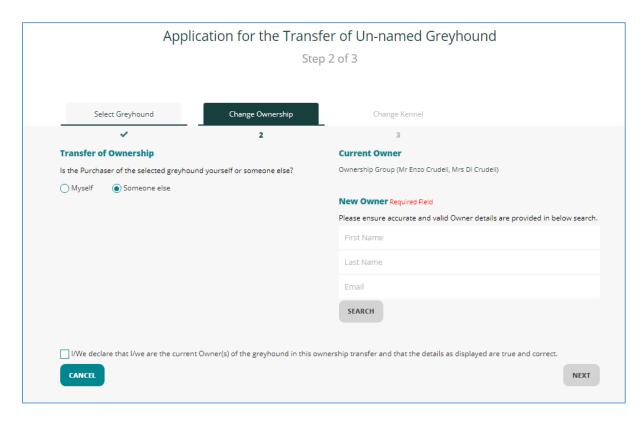
One or more of the Purchasers of the selected greyhound are not registered users of MyOzChase. Please contact the following owners to request registration or submit a paper-based ownership transfer application for the particular greyhound: Mr Sarr

If the greyhound selected is currently owned by a person/group in NSW, VIC, QLD or New Zealand, then multiple error messages may be displayed:



#### 7.1.2 Change Ownership

If you are the current owner of the selected greyhound (as sole owner or manager/contact of the Group/Syndicate), then the system will prompt you to supply the purchaser details. You will need to enter the purchaser's first name, last name **and** email address if you are selling the greyhound to "Someone else":



**NOTE:** If you are selling the greyhound to a Group or Syndicate, then the name entered above must be the name of the **Contact Person** (Ownership Group) or **Manager** (Syndicate).

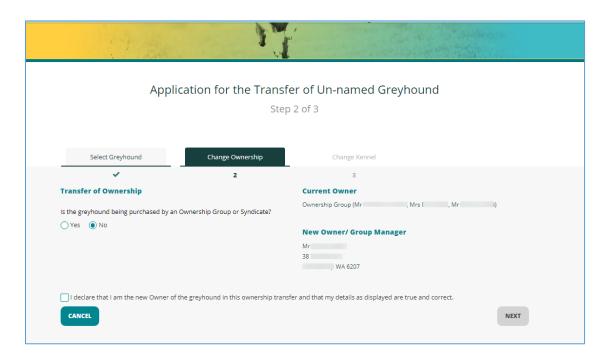
The system will validate the new owner details (as already outlined in the Change Trainer/Kennel section). If either the Seller or Purchaser of the greyhound is an Ownership Group or Syndicate ('group'), then all members of the group must be:

- A registered MyOzChase user (with a unique email address)
- A currently licenced 'Owner' (only applies to the purchaser)

If you currently own the greyhound, then you also have the option of buying the greyhound yourself, by clicking the 'myself' button. The only instances where you can use this option is:

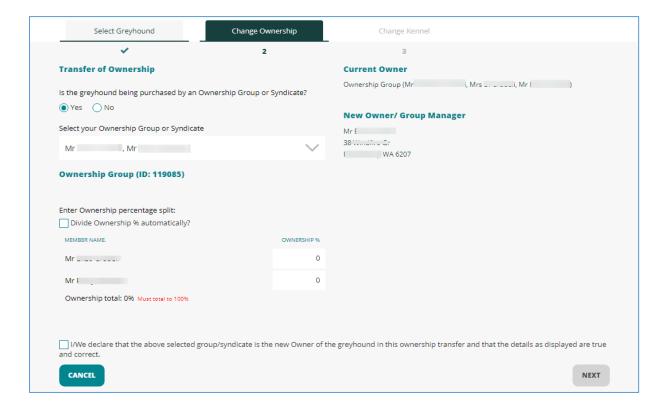
- As a sole owner buying from the group (that you manage) that currently owns the greyhound.
- As the manager of a group buying from yourself as the sole owner of the greyhound.
- As the manager of another group buying from the group (that you also manage) that currently owns the greyhound.

If you are purchasing the greyhound, then the Change Ownership screen will have your details as the New Owner and will allow you to select if you are purchasing the greyhound as an individual or as a group:



#### **Group Ownership**

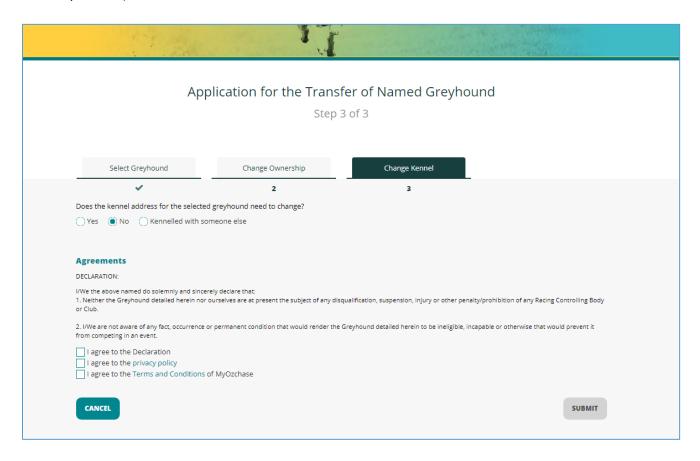
If you select 'Yes' to Group, then a list of all the groups/syndicates that you **currently manage** will be displayed. If an Ownership Group (Partnership) is selected instead of a Syndicate, then you must elect the percentage share ownership of each member of the group:



Manually enter the share % totalling 100% or tick the 'Divide' box to automatically divide the shares equally. Click the Declaration and progress to the next tab.

#### 7.1.3 Change Kennel

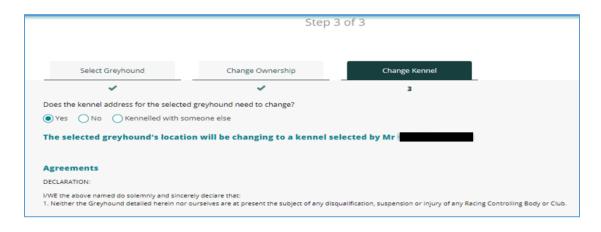
On the final tab, you can elect to change the current Kennel Address for the greyhound (or leave it wherever it currently resides).



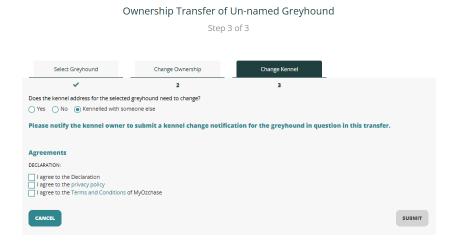
Three options are available on this tab:

- 1) No (default) Leave the greyhound at its current kennel address.
- 2) Yes Change the kennel address to the **new owner**. Should only be selected if the greyhound is moving from its current location to the new owner's kennels.
- 3) Someone Else Indicates that the greyhound is moving location but it is being kennelled with someone else (eg. with a Breeder etc). This person should be contacted to lodge a Kennel Notification. The greyhound will remain at its current location until a new Kennel Notification is processed. The option to select 'Someone Else' should only be done when a 3<sup>rd</sup> party is kennelling the greyhound at their premises. [Note: The Seller or Purchaser cannot nominate another person's address].

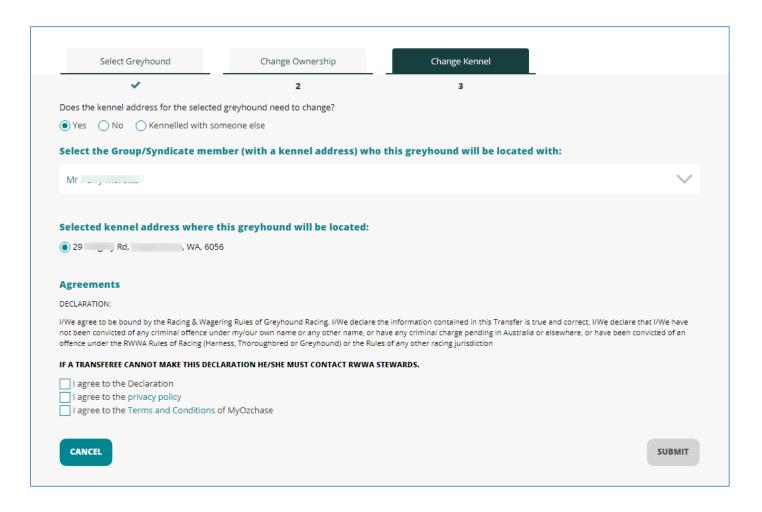
If 'Yes' is selected, then a new address will need to be selected by the **Purchaser**. If you're just the Seller, then you cannot select the new address. The following message will be displayed:



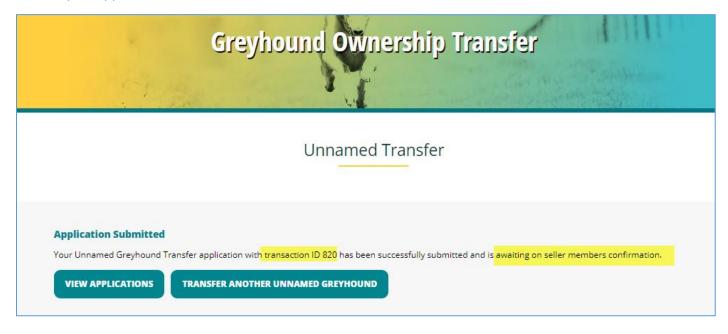
If the Kennelling option of 'Someone Else' is selected, then the following will be displayed:



If you've submitted the request as the purchaser, then you can select one of your kennel addresses to move the greyhound to. If you have selected a group to take ownership of the greyhound, then you can select which member of your group will be kennelling the greyhound and select one of their kennel addresses:



Tick all the declarations and Submit the transfer request. This will display a confirmation message indicating the transaction ID and who needs to confirm the transfer request, before it can progress to the State Controlling Authority for approval:



#### 7.2 Confirm Owner Transfer

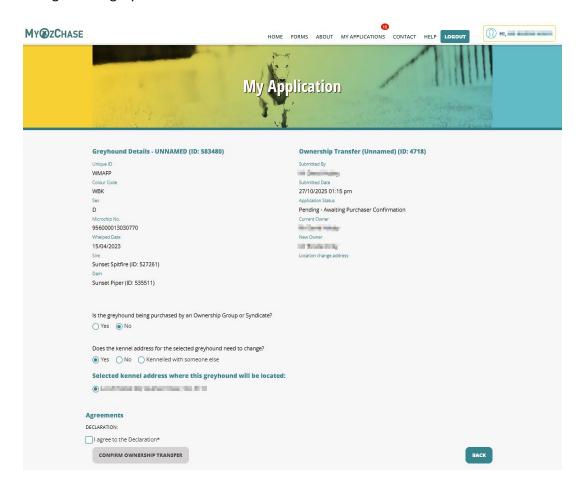
Depending on who has lodged the Owner Transfer application, the other parties will be required to confirm the application before it goes to the State Controlling Authority for approval.

Who must confirm the transfer?

- If you are selling your greyhound and **you're not the person who submitted the transfer application**, then you will receive an email requesting you to confirm the transfer.
- If you are purchasing a greyhound and **you're not the person who submitted the transfer application**, then you will need to confirm the transfer.
- If you are a member of an Ownership Group selling or purchasing the greyhound, then you will be required to confirm the transfer.
- If you are a member of a Syndicate selling the greyhound, then you will be required to confirm the transfer.

If you are confirming the transfer as the seller or a member of the purchasing group, then you will only need to click the 'Confirm' button.

If you are confirming the transfer as the purchaser (individual or contact/ manager of the purchasing group/syndicate), then you will need to specify if you are purchasing the greyhound as a group and if there is a change to the greyhound's location.



### 8 Transfer Named Greyhounds

The process of transferring a Named greyhound is very similar to transferring Un-Named greyhounds. Access to this function is via the 'My Greyhounds' list or your dashboard.

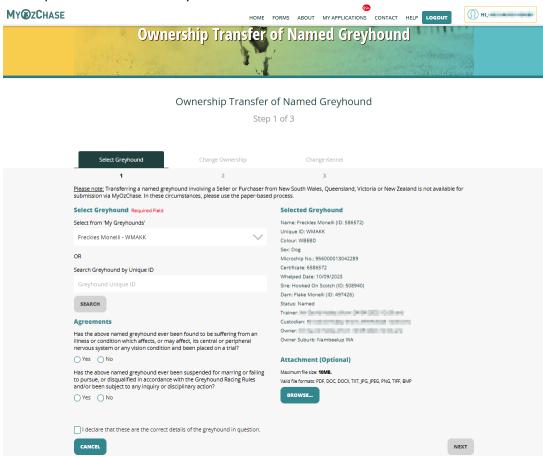
The only differences with a Named transfer, is that:

- The **Seller** must answer some questions relating to the greyhound's health and penalty history.
- The **Purchaser** must pay for the transfer.
- The Purchaser must reside in WA. (Transfers outside of WA are currently not catered for)

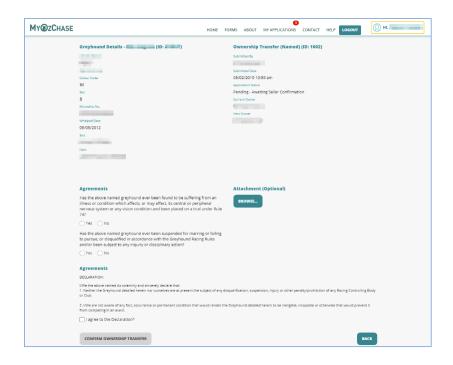
#### 8.1 Seller Questions

These questions would need to be answered either on the Select Greyhound page when submitting the transfer request (if the Seller is lodging the transfer application) or on the Confirmation screen.

Seller questions on Select Greyhound:



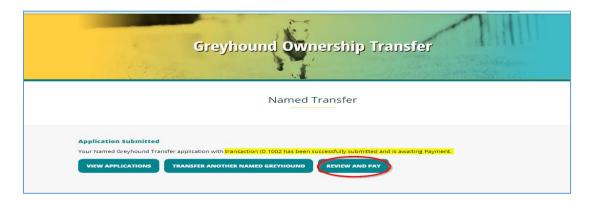
Seller questions on Confirmation:



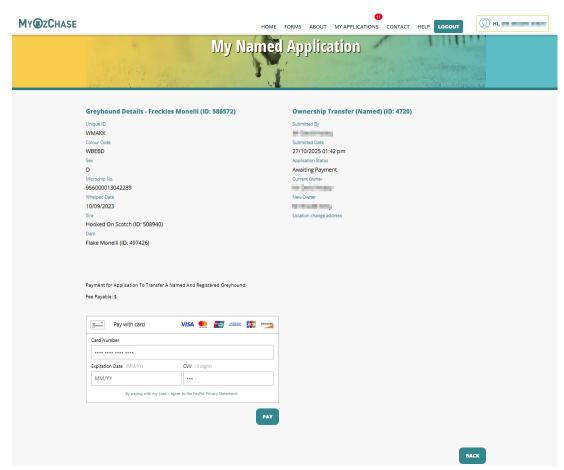
### 8.2 Purchaser Payment

In addition to the questions asked of the Seller, a Named Greyhound Transfer also requires a payment from the Purchaser.

If the Purchaser has submitted the transfer request, then there will be a 'Review and Pay' button on the 'Application Submitted' message page:

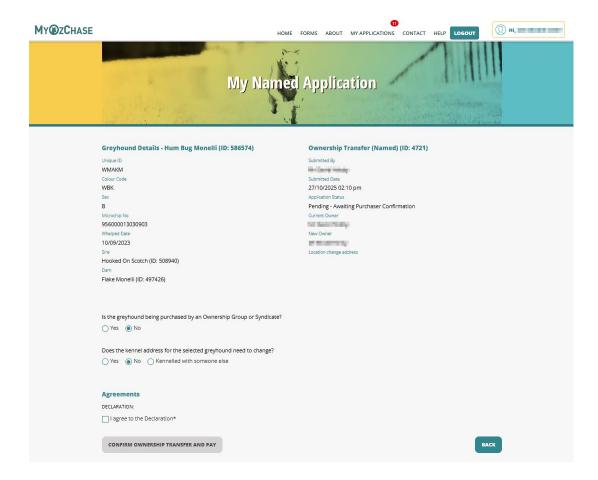


Clicking this button will display all the details of the transfer together with the credit card input fields:



Complete the credit card details and click PAY.

If, as the Purchaser, you are confirming the transfer request, then payment is made once you've clicked the 'Confirm Ownership Transfer and Pay' button:

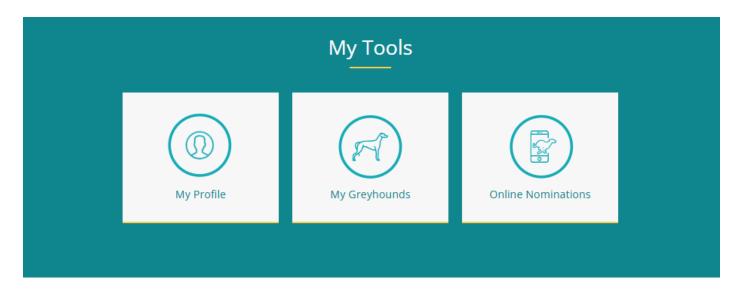


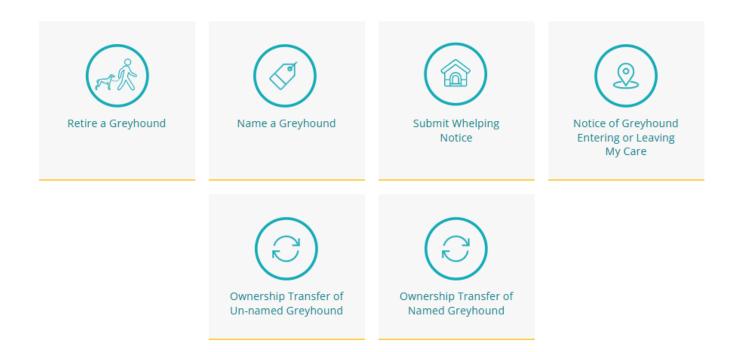
Once the transfer has been paid, the other parties need to confirm the request before the State Controlling Authority can approve the transfer. See section 6 'Confirm Owner Transfer' for who needs to confirm the transfer.

# 9 Naming a Greyhound

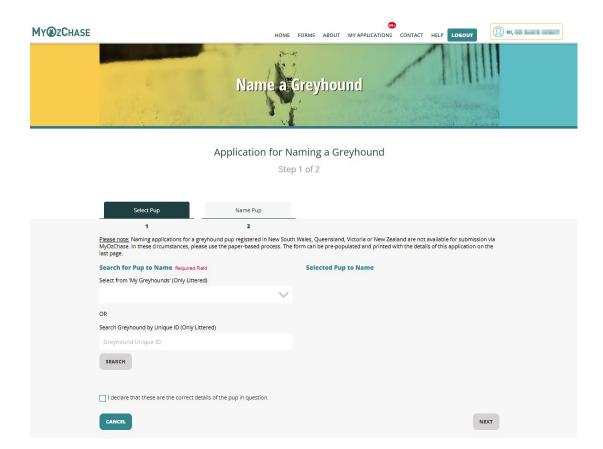
If you wish to name a greyhound, click on the 'Name a Greyhound' icon on your dashboard (this option will be available to you if you hold an Owner privilege licence).

(NOTE: Only greyhounds whelped in WA can be selected for the Naming Application)





Clicking on the Name option will display the Naming Application form:



Select the pup to be named or enter the Greyhound Unique ID of the pup.

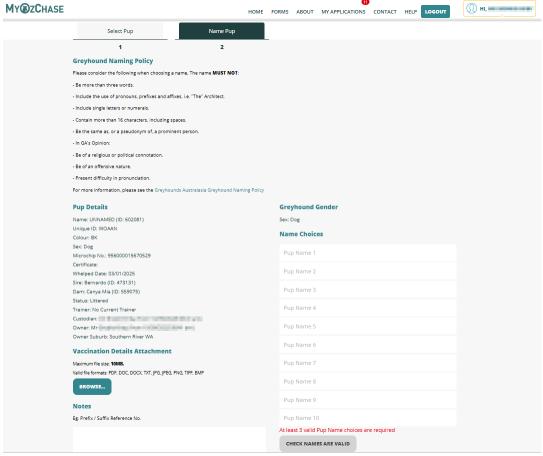
Once selected, the details will be displayed. Check these details and click on the declaration to progress to the NEXT step (Name Pup).

On this screen (below), you can:

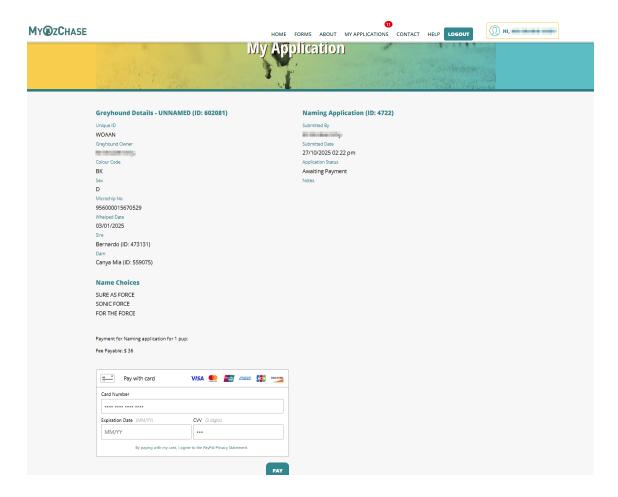
- Specify up to 10 name choices (minimum of 3 must be supplied)
- Enter any notes/comments
- Attach any documents to support your application

Once the name choices are entered, click on the 'Check Names are Valid' button to ensure that your names are valid based on the current naming rules.

Once you have all valid names, tick the Agreements/declarations, and click 'SUBMIT':

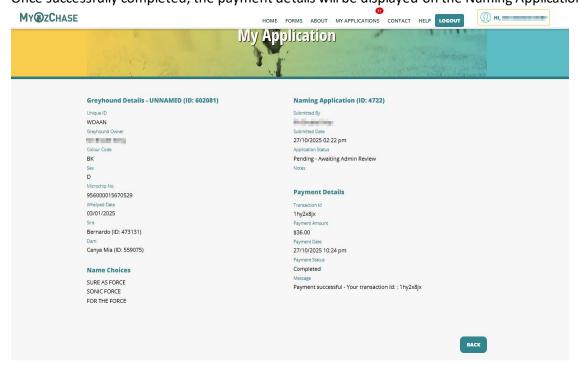


Once successfully submitted, you will be required to pay for the Naming Application:



Complete the credit card details and click on PAY.

Once successfully completed, the payment details will be displayed on the Naming Application.

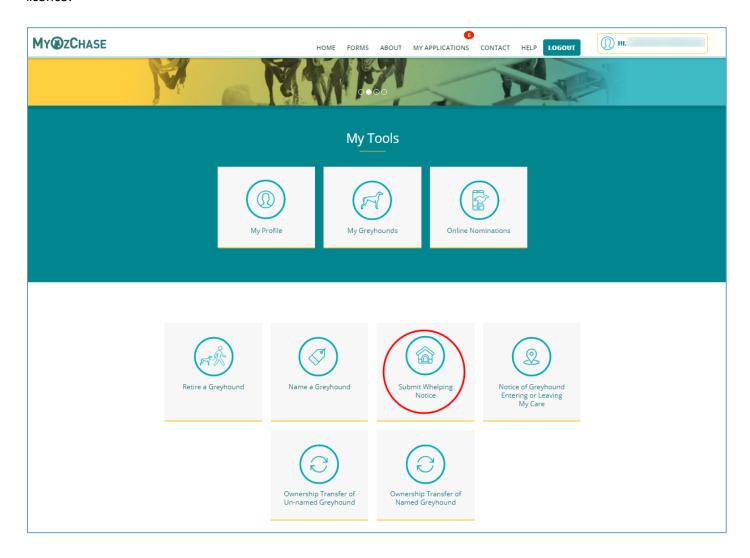


This application is then assigned to the Controlling Body for review and submission to Greyhounds Australasia.

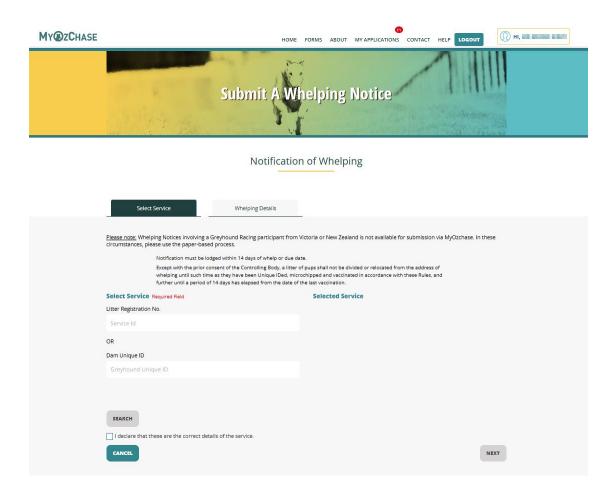
If there are any issues with the application (e.g. invalid names which result in additional name choices being required), then the Controlling Body will contact you by phone or email.

# 10 Whelping Notice

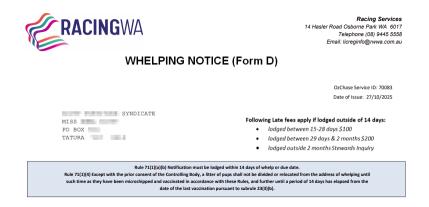
To view the Whelping Notice function in MyOzChase, you will need to hold a current Owner, Trainer or Breeder licence:



Selecting the 'Submit Whelping Notice' from the dashboard will present the following screen:



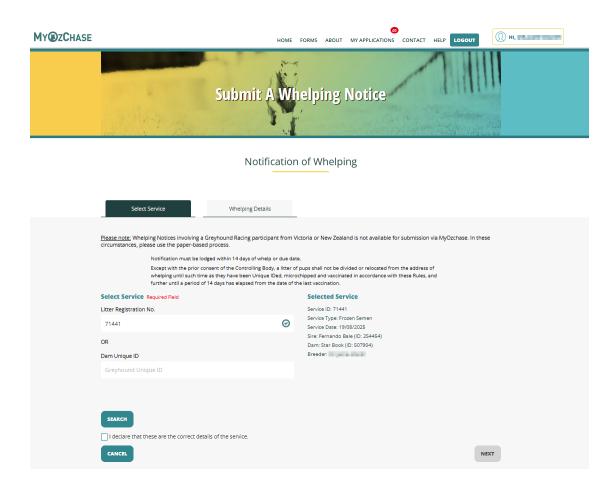
You will be required to enter a Litter Registration No. This is the Service ID that can be found on the Whelping Notice Form that you should have received (as shown below):



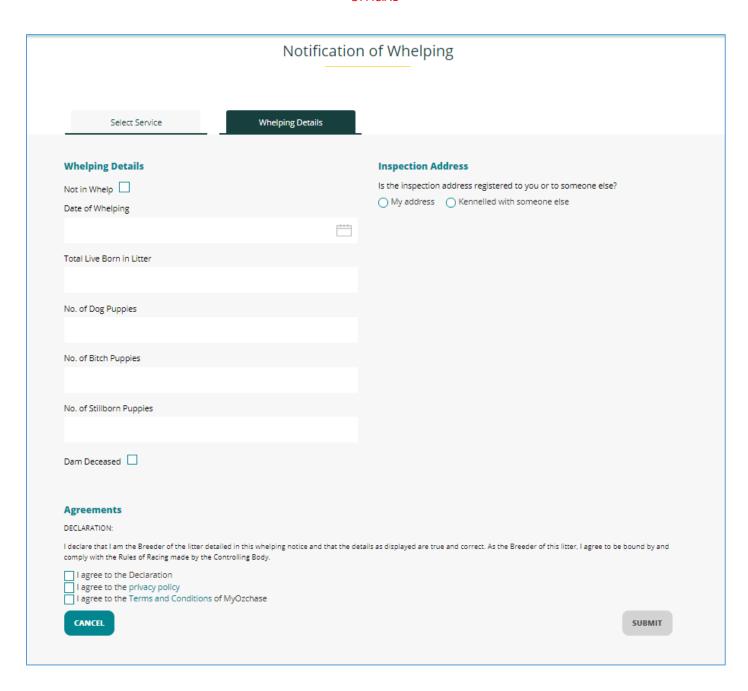
If you are unsure about the number, then you can search for the Service using the Dam's Greyhound ID.

In order to submit the Whelping Notice, you must be the Breeder of the Service. If you were not the breeder at the time of the Service, then contact your Racing Controlling Body to lodge the paperwork.

Once the Litter Registration No. or Dam's Greyhound ID have been entered, the details of the Service will be retrieved and displayed:



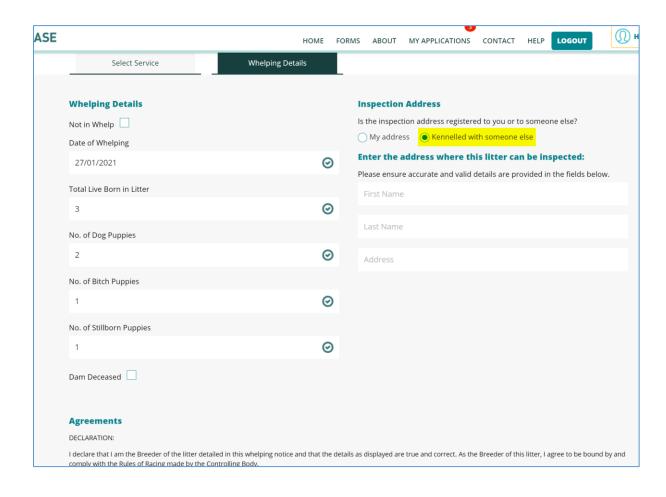
Verify the details on the screen and click the declaration to continue to the NEXT tab.



On the Whelping Details tab, you will need to specify:

- If this is a Nil whelp service (if so, no other details need to be entered).
- The Date of the Whelping.
- The Total Live pups born in the Litter (this count must reflect ALL pups **born live**, regardless of how long they live after birth).
- The number of Dog pups in the litter.
- The number of Bitch pups in the litter.
- The number of Stillborn pups in the litter (these are not part of the Total Live pup count).
- If the Dam is deceased, tick the checkbox.
- An Inspection Address select either one of your addresses or an address for someone else:

#### **OFFICIAL**



# 11 Appendix A - Email Samples

Sample of Confirmation Emails sent to Sellers, Purchasers or members of Groups/Syndicates for Greyhound Ownership Transfers.

Seller Confirmation Email (to individuals or members of groups):

Dear Mr.
This is an auto-generated confirmation email sent from MyOzChase. This email serves to confirm the transfer of the named greyhound "Company" with Unique ID
From:
No Streetle Krity
To:
Hi Carill Molling
To confirm the transfer, please click on the below link:
https://gos-cdn.t.myozchase.com.au/app-named/4719
If you require any assistance, please contact the WA Greyhound Racing Controlling Body on (08) 9445 5558.
Sincerely,
The WA MyOzChase Administrator
https://gos-cdn.t.myozchase.com.au/

#### Purchaser Confirmation Email (to individuals or members of groups):

Dear Mr
This is an auto-generated confirmation email sent from MyOzChase. This email serves to confirm the transfer of the named greyhound "Carpa" with Unique ID Carpa".

From:

To:

To:

To confirm the transfer, please click on the below link:

https://gos-cdn.t.myozchase.com.au/app-named/4719

If you require any assistance, please contact the WA Greyhound Racing Controlling Body on (08) 9445 5558.

Sincerely,

The WA MyOzChase Administrator

https://gos-cdn.t.myozchase.com.au/