

FREQUENTLY ASKED QUESTIONS (1 of 3)

Please see below for answers to questions you may have. If you have any additional questions or need further clarification, please do not hesitate to reach out to us at support@beforthright.com.



How do I know which product to serve when?

The alerts you receive (via email and text) will tell you which product to feed (by a product code on the package label), how much to weigh out, and how long to leave it out. **Please follow the information that we give you.** *This information can also be found on your homepage.*

How many Pet Food Poll (PFP) products should I serve in one day?

One – please do not feed more than one test product per day.

Do I need to complete the feedings on a specific day?

We encourage you to complete each feeding on the day it becomes available. However, we understand that may not always be possible, so all feedings will remain open until Sunday. As a reminder, you can only complete one feeding every 24 hours.

What if I miss a feeding or make a mistake?

If you miss a feeding or make a mistake, please just let us know so we can update our records.

What time should I serve the PFP food?

Please feed the PFP food around the same time of day for each feeding. This should be one of the main meals you feed your pet in the day.

Where should I serve the PFP food?

Please feed your pet inside. It should be in his/her normal eating location, free from disturbances.

What bowl should I use for these feedings?

Please use the same, clean bowl for each feeding. It should be the same bowl you usually use to feed your pet. **You will be using this one bowl for all steps** – weighing the empty bowl, serving the food, and weighing the bowl + remaining food at the end of the feeding.

You should set aside the bowl that came with your scale if one did, it is not needed for this project.

Can I mix the PFP food with my regular food?

No. Please **do not mix** any other food or treats into these feedings.

FREQUENTLY ASKED QUESTIONS (2 of 3)

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This looks like a lot of food! What if I'm not sure I should be giving my pet this much at once?

You're right! It IS a lot of food. We don't expect that your pet will consume everything by the end of the meal. Some pets may eat everything within the meal, and that is okay too.

We are looking for pets that stop eating when they're full, so if your pet is overconsuming to the point of being sick, if your pet is currently overweight, or if you don't think you'll be able to offer the amount we are asking, then this study may not be a good fit for you or your pet. Please let us know if that is the case.

What if I added too much or too little food in the bowl?

While taking the survey, you'll be alerted if the amount you're about to serve is more or less than what it should be. When this happens, please follow the guidance below:

- **If you poured too much food**, please remove some until the weight of the food is as close as possible to the specified amount.
- **If you don't have enough food** (e.g., due to spillage, shortage of product, etc.), include as much as possible without needing to scrape the containers clean.

In all cases, please make sure the weight entered in the survey matches the weight shown on your scale and accurately reflects the amount of food served to your pet.

When should I "start the clock" for the feeding?

Please start the timer when you place the bowl down for your pet whether or not he/she starts eating right away.

When should I "stop the clock" for the feeding?

Please follow the instructions you are provided (10 minutes for both wet & dry dog food, 20 minutes for wet cat food, 24 hours for dry cat food). Once the time is up, please remove the bowl and weigh it before allowing your pet to continue eating.

- **If your pet did not like the product**, that's ok! Please do not extend the mealtime to see if they will eat more. You can always provide your own additional food to supplement their diet if you think they did not eat enough.
- **If your pet is still actively eating and you don't feel safe** removing the bowl, please wait until it is safe to do so and tell us how long it was out for

FREQUENTLY ASKED QUESTIONS (3 of 3)

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What should I do with leftover food?

Once you have recorded the amount of food remaining (bowl + food), you are welcome to let your pet continue eating or save leftover food for a later meal. However, please do not use leftover food for a feeding. A fresh, unopened container of food should be used for each feeding.

What if I have more than one pet in the house?

Please feed the PFP food somewhere that you can keep other pets away. It is important that your assigned pet is the only one eating the food during these tests.

What do I do if I'm struggling to upload a photo?

If you run into issues with uploading a photo, or any problem with the survey, please reach out to support right away by emailing us at support@beforthright.com.

What if my scale stops working?

Please check if a battery needs to be replaced. If that does not fix it, please reach out to us and we will send you a replacement.