

Frequently asked questions

How does Pay per Run benefit our practice?

Our innovative Pay per Run[†] invoicing and inventory management system lets you pay for tests *after* you run them. You are invoiced at the end of the month (similar to how you receive your IDEXX Reference Laboratories invoices today), after you've already billed clients for the service. This way, you can eliminate up-front inventory costs and minimise the risks of inventory management.

Why do we need to have an active IDEXX SmartService* Solutions connection to run the ProCyte One* analyser?

ProCyte One customers are required to have an active IDEXX SmartService* Solutions connection on their IDEXX VetLab* Station so that we can monitor analyser usage and provide an invoice at the end of the month. In addition, it is also how we help troubleshoot problems if they should arise.

What if a sample must be rerun for troubleshooting or confirmation purposes?

If a sample (with the same patient ID and sample type) is rerun within the same 24-hour period, you will not be charged for the duplicate run.

Will we get charged for runs completed on the day of installation?

No, IDEXX provides you with 3 days of free testing, including the day of installation.

Will we be able to process samples on the ProCyte One analyser if our IDEXX SmartService Solutions connection is offline?

IDEXX SmartService Solutions should be in a connected state on your IDEXX VetLab Station at all times. The IDEXX SmartService Solutions icon on the IDEXX VetLab Station screen will turn red when offline. If your connection is offline for a period of time, you will be notified so that we can troubleshoot the issue. All runs made while offline will be captured once IDEXX SmartService Solutions is reconnected.

Do I need to notify IDEXX if there are any changes to our analyser's location?

Yes, if you change the location of any of your IDEXX analysers from one practice to another, notify IDEXX Customer and Technical Support at **1300 44 33 99** to prevent incorrect billing.

What if I need to order supplies (sheath packs, reagent packs or IDEXX SmartQC Control), or if I need to order tubes?

You can order supplies via IDEXX Online Ordering at **order.idexx.com.au**