Pay per Run Benefits

For the ProCyte One Haematology Analyser

Pay per Run overview

Pay per Run† for the ProCyte One* Haematology Analyser is an innovative test billing and inventory management system that increases cash flow by allowing you to bill your clients in advance of you paying for the sample analysis. Pay per Run works with your IDEXX SmartService* Solutions connection to monitor patient runs on your ProCyte One analyser and bill for those runs on a monthly basis:

Items that are invoiced

- Patient runs (If a patient's test is rerun in a 24-hour period, only the first run will be invoiced.)
- IDEXX SmartQC* Control monthly fee (IDEXX SmartQC runs are not invoiced individually.)

Note: If your IDEXX SmartService Solutions is accidentally disconnected, the data for any runs that were completed (or supplies used) during the outage will be captured once IDEXX SmartService Solutions is reconnected.

Receiving ProCyte One supplies

IDEXX proactively monitors your usage of ProCyte One supplies via your IDEXX SmartService connection and will notify you when supplies are getting low.

The following items must be ordered via IDEXX Online Ordering (**idexx.com/order**) or your IDEXX Inside Sales Representative at **0203 7887508**:

- Reagent packs
- Sheath packs

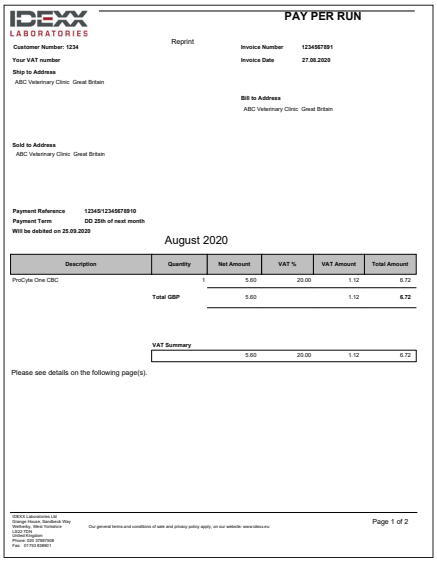
The following supplies will be sent automatically†:

- IDEXX SmartQC Control
- Filters

Understanding your invoice

ProCyte One charges are billed as part of your monthly billing cycle.

Invoices include the date the test was run, the patient name, associated costs, and a monthly IDEXX SmartQC charge.



IDEXX LABORATORIES

PAY PER RUN

Customer Number: 1234

Reprint

Your VAT number

Invoice Number 1234567891

Invoice Date 27.08.2020

Ship to Address
ABC Veterinary Clinic Great Britain

Bill to Address
ABC Veterinary Clinic Great Britain

Sold to Address
ABC Veterinary Clinic Great Britain

Payment Reference 12345/12345678910
Payment Term DD 25th of next month
Will be debited on 25.09.2020

August 2020

Description	Quantity	Net Amount	VAT %	VAT Amount	Total Amount
ProCyte One CBC	1	5.60	20.00	1.12	6.72
Total GBP		5.60		1.12	6.72
VAT Summary		5.60	20.00	1.12	6.72

Please see details on the following page(s).

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Our general terms and conditions of sale and privacy policy apply, on our website: www.idexx.eu

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Example of a ProCyte One Pay per Run invoice (for demonstration purposes only)

Note: ProCyte One uses IDEXX SmartQC Control – a quality control material, specifically developed by IDEXX, that is housed in the sample drawer and is run periodically to monitor the performance of the ProCyte One analyser.

Have questions?

- See the frequently asked questions on the reverse side.
- For questions about your ProCyte One analyser, supplies and accessories, Pay per Run invoice or IDEXX SmartService Solutions, please contact 0203 7887508

†May not be available in all regions.

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 **0203 7887508** 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 (idexx.com/order) or contact your IDEXX Inside Sales Representative at **0203 7887508**.

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