# IDEXX Online Orders Frequently Asked Questions

## How do I find products to order?

Browse by category on the left side of the page, and then click a supply type to see its corresponding items. Select the ones you want, enter quantities, add them to your cart, and then click the cart at the top of the page to begin checkout.

You can also use the search field at the top of the page to search by product number or description.

## What happens after I place an order?

After you place an order, you will receive a confirmation email summarizing the order information. When the order ships, you will receive a shipment confirmation email that contains tracking information.

## Which orders qualify for free shipping?

The following orders qualify for free shipping:

+ Scheduled Orders (shipped in 2 days)
  **Note:** For more information on Scheduled Orders, see "Create a Schedule Order" on the other side of this page.
+ $200.00 or more in-house laboratory supplies with or without reference laboratory supplies (shipped in 2 days)
+ Reference laboratory supplies (shipped in 2–3 business days, ground)

All other orders will be charged a $9.99 fee for 2-day shipping.

## How can I track my shipment?

To track a shipment, at the top of the page click **My orders** > **Track shipments**. Find the order in the list, and then click the **View/Track** link. On the next page, click the truck icon under **Tracking information** to see the tracking details.

## What does "Call to order" mean?

Some products cannot be ordered online. If you see "Call to order" on a product page or within a list of products, you must contact IDEXX directly to order the product. For contact information, click the **Call to order** link, or click **Contact us** at the bottom of the page.

## Is there any way to save an order and finish it later?

To save an order, click the **Save for later** button at the bottom of the Create order page. To complete the order later, at the top of the page click **My orders** > **Saved orders**.

## How can I quickly reorder an item?

You can quickly reorder an item several different ways:

+ To reorder one of your top three most frequently ordered items, choose a product from the Frequently ordered products list on the Home screen, enter its quantity, and click **Add to order**.
+ To reorder other frequently ordered products, at the top of the page click **Reorder options** > **Frequently ordered products**, filter the list by time period or product type, enter a quantity, and then click the **Reorder** link. To reorder multiple items, select their check boxes, update their quantities, and then click **Add all selected items** to order. Click the cart at the top of the page when ready to check out.
+ To reorder using a Favorite Order template you've previously created (for more information, see "How do I automate my orders?" below), click **Reorder** > **Favorite Orders**. Under Your Favorite Orders, find the template you want to use and then click the **Order now** link within that template's row. Add, delete, or update the items as needed. When you're ready to check out, click **Next** and then click **Submit order**.
  **Tip:** You can easily create a new Favorite Order anytime. Just click **Add to Favorite Orders** while checking out to save your order as a new Favorite Order.

## How can I view my order history?

To view your order history, at the top of the page click **My orders** > **Order history**. You'll see a list of all orders you've placed. You can filter the list by order status or creation date.

## How do I automate my orders?

### Create a Favorite Order template

Have a lot of similar orders? You can streamline your ordering by creating a Favorite Order template. To do so, at the top of the page click **Reorder** > **Favorite Orders**. Click the **New Favorite Order** button, give the order a name, and then search for and select the products you want to include. You can enter quantities now or wait until you place an order. When you're done, click **Save**. All Favorite Order templates are listed at **Reorder** > **Favorite Orders**.

### Create a Scheduled Order for automatic shipping on your preferred cadence

To create a Scheduled Order, at the top of the page click **Reorder** > **Scheduled Orders**. Choose the order frequency and the day of the week that items should arrive, and then click **New Scheduled Order**. Choose the date of the first shipment, give your scheduled order a name, choose the products and quantities, and then click **Next**. Review your order details and click **Submit order**. All Scheduled Orders are listed at **Reorder** > **Scheduled Orders**.

**Tip:** To make changes to a Scheduled Order or to an individual shipment, at the top of the page click **Reorder** > **Scheduled Orders**. In the row of the Scheduled Order you want to modify:

+ To skip the next shipment, click the **Skip next shipment** link. The Skip option is available until 3 days before shipment.
+ To change the content of the next shipment, click the **Update shipment online** link. This link appears only during the 3 days right before shipment.
+ To change the overall schedule, products, and/or quantities, or to delete the order entirely, click the **Edit** link.