

# New summary screen and functionality simplify paying and tracking invoices

Enhancements based on customer feedback make using Invoice Gateway even easier.

## From the NEW Summary screen:

**Summary of Account Number: 12345**

Summary includes documents with positive and negative remaining balances. Documents with no open balance are not included.

<input type="checkbox"/> Total	18,870.91	9 Documents
<input type="checkbox"/> Current	1,762.99	2 Documents
<input type="checkbox"/> 30 Days Past Due	17,107.92	7 Documents

Buttons: Pay Other Amount, Select Amount

\*Disclaimer: Other Amount will be applied to oldest documents first.

**Last Payment Details**

Account: 12345	Payment Account: 12345
Payment Date & Time: 09/04/2020 12:00 AM EDT	Amount Paid: 784.67
Confirmation number: 945510	Payment Status: Scheduled

**Notifications**

This summary screen does not reflect payments made by wire, ACH, lockbox, or called in to IDEXX Billing.

- Invoice Gateway simplifies paying and tracking invoices. [Learn how.](#)
- What you need to know before making a partial payment. [Learn more.](#)
- Get answers to [frequently asked questions](#) now.

Callouts:

- Quickly see, select, and pay current and past-due balances.
- Review details about your last payment at-a-glance.
- Link directly to individual invoices by clicking on Documents.

## From the UPDATED Open screen:

Buttons: Pay Invoice and statements, Print, Download, Move to Closed

PDF	Note	Group	Acct...	Invoice #	PO Number	Inv Date	Due Date
<input type="checkbox"/>		Default Group	12345	0000000001	20200914095823	09/14/2020	10/25/2020
<input type="checkbox"/>		Default Group	12345	0000000002	SediVue Dx PPR	08/26/2020	09/25/2020
<input type="checkbox"/>		Default Group	12345	0000000003	99539OR-Aug2020	08/26/2020	09/25/2020
<input type="checkbox"/>			12345	0000000004	20200824125647	08/25/2020	09/25/2020
<input type="checkbox"/>			12345	0000000005	20200824125647	08/24/2020	09/25/2020
<input type="checkbox"/>			12345	0000000006	TH/565315	08/20/2020	09/25/2020
<input type="checkbox"/>			12345	0000000007		07/31/2020	08/25/2020
<input type="checkbox"/>			12345	0000000008	20200727110908	07/28/2020	08/25/2020
<input type="checkbox"/>			12345	0000000009	20200727110908	07/27/2020	08/25/2020

Callouts:

- Save a step after paying an invoice. Now paid invoices automatically move from the Open tab to the Closed tab
- View only invoices that are open—the screen is simpler, the details are accurate

See reverse side for details.

Invoice Gateway from IDEXX provides you with a convenient way to view and pay your invoices and statements online. Below are some frequently asked questions that will help you better understand this service.

### 1. What is Invoice Gateway?

- Invoice Gateway is a no-charge, secure, online invoice management and payment website. There is no charge to you for using this website.
- The invoices and statements you see on Invoice Gateway are an exact replica of paper bills, and they can be viewed online as a PDF, printed, saved, or downloaded for use with accounting software.
- Invoice Gateway makes it easy to search and sort information by column. You can make payments online through the Summary screen using your credit card or bank information.

### 2. Is my payment account information safe?

- Invoice Gateway protects your information with the highest level of encryption available (PCI Level 1 Compliant) and the most stringent certification (SSAE 16 Certified).

### 3. What is included in the current balance shown on my Summary screen?

- Your current balance includes your most recent statement plus the current month's invoices.
- For example, on October 19, your current balance includes your September statement plus October invoicing to date.

### 4. Where can I view my payment history?

- Payments made within the Invoice Gateway portal will be displayed in the Payment History tab. Payments made through the mail or over the phone will not be displayed in this tab.

### 5. Will partial payments be reflected in my balance?

- To avoid confusion, we recommend that you pay individual invoices in full.
- Partial payments will not be reflected in your balance unless made against a specific invoice for IDEXX Reference Laboratories or IDEXX Telemedicine Consultants.
- Your most recent statement balance will always reflect partial payments as of statement date.

### 6. Where can I view deductions or short payments?

- Deductions or short payments made against invoices will not be reflected in your balance.
- We recommend that you pay individual invoices in full and request a credit.
- Your most recent statement balance includes deductions and partial payments and is the most accurate representation of your total amount due as of statement date.

### 7. How much do I currently owe?

- The summary screen displays the total balance owed broken out by Current, 30, 60, and 90 days (if you have an outstanding balance).
- Your most recent statement will reflect the most accurate balance as of statement date.

### 8. Can I cancel a payment?

- Scheduled payments can be canceled prior to processing. To view all scheduled payments, click on the **Payment History** tab within Invoice Gateway. To cancel a payment, simply click the **Cancel** text to the right of the scheduled payment.

### 9. When do paid invoices move to the closed tab?

- Credit card payments made through Invoice Gateway are automatically moved at time of payment.
- ACH payments made through Invoice Gateway will move within 24 hours.
- Invoices for payments made to IDEXX by check, ACH mail, or phone will automatically move to the closed tab once cleared (2–3 business days after receipt).

### 10. When do paid statements move to the Closed tab?

- Statements automatically move to the Closed tab when a new statement is generated.
- Statements can be moved from the Open tab to the Closed tab manually at time of payment.
- Previously paid statements and invoices can be viewed in the Closed tab.

### 11. How do I request a credit?

To request a credit, please reach out to the corresponding IDEXX team:

- IDEXX Reference Laboratories: 1-888-433-9987
- IDEXX Telemedicine Consultants: 1-800-726-1212
- In-house Diagnostics/Analyzers: 1-800-248-2483
- Water Testing Solutions: 1-800-321-0207
- Dairy Testing: 1-800-321-0207
- Livestock and Poultry Diagnostics: 1-800-548-9997
- IDEXX BioAnalytics: 1-800-669-0825

### 12. How do I follow up on an existing credit request?

- Please contact our business support team at 1-800-814-1147, option 1.

### 13. I have more than one business account with IDEXX. How can I manage multiple accounts?

- You can link multiple accounts through the Settings tab.
- Select Account Management on the left navigation panel
- If you do not see this option, you will need to speak to your practice administrator to link and assign the accounts to you.
- Enter the sign-in credentials for the accounts you want to link.

### 14. Can I cancel after I sign up?

- You may cancel your Invoice Gateway account at any time and your bills will be delivered to you as they were previously (by email, mail, or fax) starting the next billing cycle. Simply call IDEXX:
- Companion Animal Group: 1-800-248-2483
- Water Testing Solutions: 1-800-321-0207
- Dairy Testing: 1-800-321-0207
- Livestock and Poultry Diagnostics: 1-800-548-9997