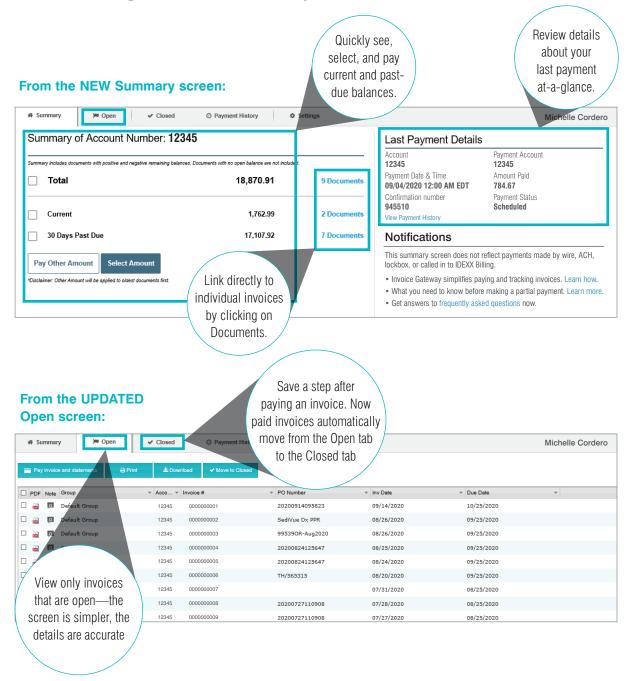
New summary screen and functionality simplify paying and tracking invoices

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



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

