Pay per Run Benefits
For the ProCyte One Hematology Analyzer

Pay per Run overview

Pay per Run[†] for the ProCyte One* Hematology Analyzer is an innovative test billing and inventory management system that increases cash flow by allowing you to bill your clients in advance of your paying for the sample analysis. Pay per Run works with your IDEXX SmartService* Solutions connection to monitor patient runs on your ProCyte One analyzer 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 send you these supplies automatically[†] when your inventory is low:

- Reagent packs
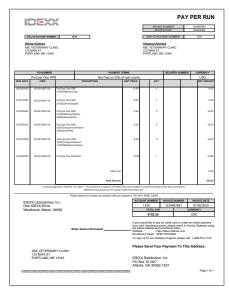- Sheath packs
- IDEXX SmartQC Control
- Filters

Understanding your invoice

Invoices are generated on the last week of each month.

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

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 analyzer.

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

Have questions?

- See the frequently asked questions on the reverse side.
- For questions about your ProCyte One Pay per Run invoice, contact IDEXX Billing Services at **1-800-814-1147**.
- For questions about your ProCyte One analyzer or IDEXX SmartService Solutions, contact IDEXX Customer and Technical Support at **1-800-248-2483**.
- For questions about all ProCyte One supplies and accessories, contact your IDEXX Inside Sales Representative at **1-888-794-3399**.

[†]Not available in all regions outside of North America.

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 minimize the risks of inventory management. Additionally, based on your monthly usage, we'll even restock your inventory automatically† when you need it! How simple is that?

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

ProCyte One customers are required to have an active IDEXX SmartService* Solutions connection on their IDEXX VetLab* Station so that we can monitor analyzer usage and provide an invoice at the end of the month. In addition, it is also how we know when to send you more ProCyte One supplies when you need them, as well as a way to 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 analyzer if our IDEXX SmartService Solutions connection is off-line?

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 off-line. If your connection is off-line for a period of time, you will be notified so that we can troubleshoot the issue. All runs made while off-line will be captured once IDEXX SmartService Solutions is reconnected.

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

Yes, if you change the location of any of your IDEXX analyzers from one practice to another, notify IDEXX Customer and Technical Support at **1-800-248-2483** to prevent incorrect billing.

†Not available in all regions outside of North America.

IDEXX