

# Understanding Pay per Run

## For the SediVue Dx\* Urine Sediment Analyser



### Pay per Run overview

Pay per Run for the SediVue Dx\* Urine Sediment Analyser is an innovative test billing system that increases cash flow by allowing you to bill your clients in advance of paying for the sample analysis. Pay per Run works in conjunction with your IDEXX SmartService\* Solutions connection to monitor patient runs on your SediVue Dx Analyser and bill for those runs on a monthly basis:

#### Runs that are invoiced

- Patient runs (if a sample is rerun [with the same patient ID and sample type] within the same 24-hour period, you will not be charged for the duplicate run).

**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 corrected once the connection is reestablished.<sup>§</sup>

### SediVue Dx supplies

Supplies can be ordered through IDEXX online ordering at [idexx.com.au](http://idexx.com.au).

- Cartridges
- Pipette tips
- SediVue Bacteria Confirmation Kit
- QC material
- Syringe tips
- Cleaning supplies

### Understanding your invoice

Invoices are included with your monthly statement and your standard payment terms are applied.

Invoices include when the test was run, the type of test that was completed (QC or patient), the patient name, and associated costs.

Date	Type	Reference	Description	Amount
01.01.2021	Invoice	111111111	Previous Balance	00.00
			Pay Per Run Invoice (Refer attached)	xx.xx
			<b>Amount Due</b>	<b>xx.xx</b>

**Important IDEXX Message:**  
FOR EFT PAYMENTS PLEASE QUOTE YOUR ACCOUNT NUMBER AS THE REFERENCE.  
\*To ensure proper credit, please return this portion with your payment to IDEXX. Please do not detach or fold.

Remittance Advice	Account No.	Amount Due AUD	Date Due
	111111111	26,000.00	21.11.2020

**Bill** Code: xxx Reference: EFT payment  
Credit card payment: Phone 1300 44 33 99  
Remit (cheque): IDEXX Laboratories  
Email: [IDEXX-ANZ-Accounts@idexx.com](mailto:IDEXX-ANZ-Accounts@idexx.com)  
IDEXX general terms and conditions of sale apply, available on our website

**Note:** Image shown is for example purposes only; local currencies will be used where applicable.



### Have questions?

For questions regarding your SediVue Dx analyser, consumables, or Pay per Run, contact IDEXX Customer Support:

Australia: 1300 44 33 99



<sup>§</sup>High Speed Internet access required—minimum of 10 MB/s download and 1 MB/s upload.



## Frequently asked questions

### How does Pay per Run benefit our practice?

Our innovative Pay per Run invoicing system lets you pay for tests as you run them. Each run that provides results and/or images for a single patient will be invoiced after you've already billed clients for the service. This way, you can eliminate up-front inventory costs.

### Why do we need to have an active IDEXX SmartService\* Solutions connection to run the SediVue Dx\* Analyser?

SediVue Dx customers are required to have an active SmartService Solutions connection so that we can monitor your usage and reflect it on your invoice.

### What if a sample run must be rerun for troubleshooting, confirmation, or dilution purposes?

If a sample is rerun (with the same patient ID and sample type) 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 business days of free testing, including the day of installation.

### What species have been validated for the SediVue Dx Analyser?

The SediVue Dx Analyser has been validated on canine and feline urine samples. The use of other species and samples types is considered off-label usage—semiquantitative results will not be calculated and only images will be provided.

**Note:** Sample runs from nonvalidated species and sample types other than urine will produce only images and will be invoiced.

### How many cartridges will we receive with the Analyser?

The SediVue Dx Analyser will come with 2 cartridge sleeves, each containing 50 cartridges.

### Will we be able to process samples on my SediVue Dx Analyser if my SmartService Solutions connection is offline?

SmartService Solutions should be in a connected state on your IDEXX VetLab\* Station at all times. The 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 may troubleshoot the issue. All runs made while offline will be captured once SmartService Solutions is reconnected.

### Do I need to notify IDEXX if there are any changes to our Analysers' location?

Yes, if you change the location of your Analysers, please notify IDEXX Customer Support to prevent incorrect billing.