

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 category to see a list of items. Select the ones you want, enter quantities, and then click the cart at the top of the page to begin the checkout process.

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 that summarizes 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
Note: For more information on Scheduled Orders, see "Create a Scheduled Order" on the right side of this page.
- + \$250.00 or more in-house laboratory supplies with or without reference laboratory supplies (delivery within 2 business days)
- + Reference laboratory supplies (delivery within 2–3 business days)

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

How can I track my shipment?

To track a shipment, select **Track shipments** from the **My orders** menu at the top of the page. 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, select **Saved orders** from the **My orders** menu at the top of the page.

How can I quickly reorder an item?

The three products your practice orders most often are displayed in the middle of the home page. Just enter a quantity for an item and click **Add to order**.

To see more items, select **Frequently ordered products** from the **Reorder options** menu at the top of the page. You'll see a list of all supplies you ordered in the last 6 months, ranked by quantity. At the top right, you can filter the list by time period or product type. To reorder a single item, 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.

How can I view my order history?

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

Can I schedule automatic orders?

Create a Favourite Order template

Have a lot of similar orders? You can streamline your ordering by creating a Favourite Order template. To do so, at the top of the page, click **Reorder > Favourite Orders**. Click the **New Favourite 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 Favourite Order templates are listed at **Reorder > Favourite 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 modify a Scheduled Order, click **Reorder > Scheduled Orders** and then select the desired order. If you want to:

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