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)
- The first quality control (QC) run for each level of QC in a 24-hour period

Note: If your SmartService Solutions is accidentally disconnected, the data for any runs that were completed during the outage will be corrected once the connection is reestablished.§

SediVue Dx supplies

When you need IDEXX supplies, you can order them online or by calling IDEXX Customer Support:

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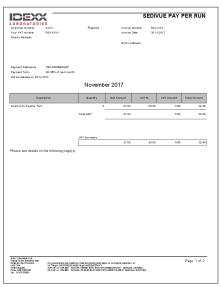- Cleaning supplies

Understanding your invoice

Invoices are sent at the beginning of each month 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.

Note: A QC cycle consists of two runs that are charged individually.

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

Tip: Want to know how many runs you've completed before your invoice arrives? On the IDEXX Online Ordering Home page, select **Order management** from the menu at the top of the screen and then select **SediVue Dx estimated runs**.

Have questions?

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

Belgium: 32 (0)27 00 64 38
Denmark: 45 (0) 43 31 04 39
Finland: 358 (0)9 7252 2253
Ireland: 353 (0) 1 562 1211
Netherlands: 31 (0)70 700 7033
Norway: 47 24 05 51 10
Sweden: 46 (0)8 5198 9566
United Kingdom: 44 (0)20 3788 7508

§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.

IDEXX