

IDEXX BioAnalytics

Customized testing solutions, meaningful data, and global expertise in research testing services

Preclinical Testing • Animal Health Monitoring • Biological Materials Testing

Q What services are available?

A A comprehensive list of our services can be found here:
[IDEXXBioAnalytics.com](https://www.idexxbioanalytics.com) ➤

Q How do I reach the Client Support Services (CSS) team?

A Client Support Services (CSS) can be reached at **1-800-669-0825** or idxbioanalytics@idexx.com

Q What are the CSS team hours?

A The CSS team is available to answer phone calls and emails Monday through Friday from 8 am ET — 8 pm ET.

Q What is the expected turnaround time for standard submissions to results?

A **Preclinical Testing:** Results turnaround is 2 days or less after receipt of samples. We provide results by email. You will receive a PDF report and an optional Excel or csv dataset. We are also able to send preliminary or final reports.

Animal Health Monitoring: Results turnaround for PCR and Serology is 3 days or less after receipt of samples. You will receive an automated PDF with results.

Biological Materials Testing: PCR results turnaround is 3 days or less after receipt of samples. You will receive an automated PDF with results.

Please consult with CSS team for details regarding turnaround times on services not listed above.

Q Why do I need a login (userID)?

A Login credentials allow you to submit online and view completed results from past submissions.

Q How do I request a login (userID)?

A Request a login to our secure online client portal here:
[Client Login Request](#) ➤

Client Support Services
1-800-669-0825
idxbioanalytics@idexx.com

Q What types of services do the CSS team manage?

- A**
- Supply requests
 - Product and service offering questions (e.g. sample requirements, methodologies, etc.)
 - Facilitating submissions, or status updates for submitted samples

Q How do I request sample collection supplies?

A You can send a request for supplies to the CSS team using the links below, or simply send an email with your requested supplies and shipping address to **idexxbioanalytics@idexx.com**. We also provide FedEx airbills for preclinical testing.

[Order your preclinical sample collection supplies here](#) >

[Order your animal health monitoring sample collection kit here](#) >

Q How do I prepare my samples for submission?

A Sample submission guidelines can be found below or contact our CSS team and they will be glad to assist you and answer any questions.

[Find preclinical sample submission guidelines here](#) >

[Find animal health monitoring and biological materials testing submission guidelines here](#) >

Q How do I learn more about FedEx pick-up services?

A Please contact FedEx directly at 1-800-gofedex for pick-up services and for proper packaging and shipping for your area.

Q Where are my samples run?

A Preclinical samples are run at:
IDEXX BioAnalytics
2825 KOVR Drive
West Sacramento, CA 95605
OR
IDEXX BioAnalytics
3 Centennial Drive
North Grafton, MA 01536

Animal health monitoring, biologicals and histology samples are run at:

IDEXX BioAnalytics
4011 Discovery Drive
Columbia, MO 65201

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