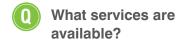
## **IDEXX** BioAnalytics

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

Preclinical Testing • Animal Health Monitoring • Biological Materials Testing



A comprehensive list of our services can be found here:

IDEXXBioAnalytics.com (>)

- How do I reach the Client Support Services (CSS) team?
- Client Support Services (CSS) can be reached at 1-800-669-0825 or idexxbioanalytics@idexx.com
- What are the CSS team hours?
- The CSS team is available to answer phone calls and emails Monday through Friday from 8 am ET 8 pm ET.
- What is the expected turnaround time for standard submissions to results?
- 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.

- Why do I need a login (userID)?
- A Login credentials allow you to submit online and view completed results from past submissions.
- How do I request a login (userID)?
- Request a login to our secure online client portal here:

Client Login Request (>)

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





- 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
- How do I request sample collection supplies?
- 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  $\bigcirc$  Order your animal health monitoring sample collection kit here  $\bigcirc$ 

- 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 >

- How do I learn more about FedEx pick-up services?
- Please contact FedEx directly at 1-800-gofedex for pick-up services and for proper packaging and shipping for your area.

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

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

