

Frequently Asked Questions: Purchase Orders

Q: What is a purchase order (PO)?

A: A purchase order (PO) is an official document that is created by a buyer (submitter) and sent to a seller (vendor) to confirm their intent to purchase services.

Q: Who issues a purchase order?

A: The buyer (submitter) is responsible for creating and issuing a purchase order. In larger companies, a procurement or purchasing department will typically issue the purchase order. In smaller companies, the business owner, operations manager, or financial manager may issue the purchase order.

Q: Do I need to obtain a purchase order?

A: Accounts Payable/Procurement departments require purchase orders to pay invoices. Invoices must reflect the associated purchase order for payment to be issued to the seller (vendor). *Note: If your procurement department requires a formal quote prior to generating a purchase order, please contact your IDEXX BioAnalytics Account Manager.*

Q: What is the difference between a single-use and blanket purchase order?

A: A single-use PO is used for one order. A blanket (or standing) PO is the preferred method for placing multiple orders over a period of time. Blanket POs are generated based on the projected expenditure during a given timeframe.

Q: What is the difference between a purchase order and an invoice?

A: Purchase orders are generated by buyers (submitters) to internally confirm funds and track the purchase. Invoices are official payment requests made by sellers (vendors) to buyers (submitters) after services have been completed. Invoices should reflect associated PO numbers for payment to be issued.

Q: How do I provide IDEXX BioAnalytics with my purchase order?

A: Simply enter your PO number on the online submission form for samples that are submitted. This will ensure that the PO number is reflected on your case report and invoice.

Q: How do I determine the remaining balance of a purchase order?

A: Contact your Accounts Payable/Procurement department. If unsure who to contact, discuss with your direct supervisor.

Q: If I select Pay By Credit Card, will I receive an invoice prior to payment?

A: Yes, payment will not be required until after testing has been completed and an invoice issued. The invoice will include full instructions for making a payment by credit card.

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Q: If I select Pay By Credit Card, should I enter my Card # on the submission form?

A: No, IDEXX utilizes a secure site that has encryption at the appropriate level for credit card payment. All instructions for payment will be included in your invoice. Two options will be available – either to provide the card number by phone or register to pay online.

Q: If I select “Will provide within 48 hours”, will processing or testing of my samples be delayed?

A: Payment type selection will not delay processing or testing of your samples.

IDEXX BioAnalytics Contacts:

PO Notification email: idxxbioanalytics@idexx.com

Invoicing Question email: BioAnalytics-AR@idexx.com

Invoice Remittance email: remittances@idexx.com