

2026 IDEXX BioAnalytics Online Ordering Guide

Europe, United Kingdom,
Middle East and Africa

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A guide to ordering using our Client Portal

Expect the highest quality support with innovative solutions for your Animal Health, Preclinical, and Biologic cell-based research.

- + **Our submission process**
- + **Creating and managing your account**
- + **Placing your order**

A guide to ordering using our Client Portal

Our team is here every step of the way to ensure your research continues to move forward.



Overview

- Advantages to online ordering
- How to get there
- Access for more users
- Login



Account Settings

- My Dashboard
- Cases and Search
- Reporting & Certificates
- Account Settings
- Data Access



Animal Health Monitoring Orders

- Service category selection
- Data entry
- Service selection
- Order review
- Billing details



Aquatics Diagnostics Orders

- Service category selection
- Data entry
- Service selection
- Order review
- Billing details



Biologics & Cell Health Orders

- Service category selection
- Data entry
- Service selection
- Order review
- Billing details

This document is interactive.

Click the tiles on this page, or the header buttons on the following pages, to jump between sections.



Log in to the Client Portal

- Navigate to the [Client Portal login page](#).
- Existing Portal users can log in with their Email or Username and Password.

IDEXX BioAnalytics

Username or Email address*

Password*

[Forgot password?](#)

Continue

Don't have an account? [Sign up](#)



New User Registration

- Navigate to the [Client Portal login page](#).
- Create an account if you are a new client or a current client who has not yet used the Portal.
- Logins should not be shared. Please create an account for each submitter at your institution.
- Complete all required fields with contact and billing information.
- Once your account setup is complete you can immediately place your first order with us.

The screenshot shows the IDEXX BioAnalytics registration page. At the top, the IDEXX BioAnalytics logo is displayed. Below the logo, the text 'Welcome' is followed by the instruction 'Sign Up to IDEXX BioAnalytics to continue to Client Portal Login.' The form contains three input fields: 'Email address*' (with a vertical cursor), 'Username*', and 'Password*' (with an eye icon for toggling visibility). A blue 'Continue' button is positioned below the fields. At the bottom, there is a link for 'Already have an account? Log in'.



Advantages to online ordering

- Online submissions are faster, more accurate, and increase your visibility and control.
- When you use the Online Submission tool, you can see your Order History and the status of each order such as:
 - Incomplete
 - Submitted
 - In Progress
 - Resulted
 - Voided

Robyn Myles
IDEXX BioAnalytics [Sign out](#)

View your order history

Conveniently view a summary of your order history, gathering valuable insights into your account activity. Need to change an order? Please submit a [Change Request](#) form.

Currently viewing order history for:

Show From: Filter By Status: Only Show Named Submissions [Place an Order](#)

		Submission Name	Status	Confirmation No.	Last Changed	Service Count	Sample Count	Shipping Date	Submitter	Case Numbers	Created By	Submission Created Date	
<input type="text"/>	<input type="text"/>	<input type="text"/>	Incomplete	<input type="text"/>	04/16/2026	0	1	<input type="text"/>	BioAnalytics IDEXX		Robyn Myles	04/16/2026	<input type="text"/>
Continue	Clone	...											Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Incomplete	<input type="text"/>	04/02/2026	0	1	<input type="text"/>	BioAnalytics IDEXX		BioAnalytics IDEXX	04/02/2026	<input type="text"/>
Continue	Clone	...											Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Incomplete	<input type="text"/>	04/02/2026	0	0	<input type="text"/>	BioAnalytics IDEXX		Erin Stump	04/02/2026	<input type="text"/>
Continue	Clone	...											Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Incomplete	<input type="text"/>	04/01/2026	0	1	<input type="text"/>	BioAnalytics IDEXX		BioAnalytics IDEXX	04/01/2026	<input type="text"/>
Continue	Clone	...											Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Incomplete	<input type="text"/>	03/30/2026	0	1	<input type="text"/>	BioAnalytics IDEXX		BioAnalytics IDEXX	03/30/2026	<input type="text"/>
Continue	Clone	...											Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Incomplete	<input type="text"/>	03/24/2026	0	1	<input type="text"/>	BioAnalytics IDEXX		BioAnalytics IDEXX	03/24/2026	<input type="text"/>
Continue	Clone	...											Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Incomplete	<input type="text"/>	03/24/2026	0	1	<input type="text"/>	BioAnalytics IDEXX		BioAnalytics IDEXX	03/24/2026	<input type="text"/>
Continue	Clone	...											Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Incomplete	<input type="text"/>	03/23/2026	0	1	<input type="text"/>	BioAnalytics IDEXX		BioAnalytics IDEXX	03/23/2026	<input type="text"/>
Continue	Clone	...											Delete



Online order cloning advantages

- You can clone previous submissions and/or keep a case as a template.
- Cloning creates a new case with the same samples and services as the original.
- Submissions can be named by clicking on the three dots in the name column.
 - This makes finding a template quick and easy.

View your order history

Conveniently view a summary of your order history, gathering valuable insights into your account activity. Need to change an order? Please submit a [Change Request](#) form.

Currently viewing order history for: IDEXX, BioAnalytics - ALL

Show From: Last 90 Days Filter By Status: All Only Show Named Submissions [Place an Order](#)

		Submission Name	Status	Confirmation No.	Last Changed	Service Count	Sample Count	Shipping Date	Submitter	Case Numbers	Created By	Submission Created Date	
Continue	Clone	⋮	Incomplete		04/16/2026	0	1		BioAnalytics IDEXX		Robyn Myles	04/16/2026	Delete
Continue	Clone	⋮	Incomplete		04/02/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	04/02/2026	Delete
Continue	Clone	⋮	Incomplete		04/02/2026	0	0		BioAnalytics IDEXX		Erin Stump	04/02/2026	Delete
Continue	Clone	⋮	Incomplete		04/01/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	04/01/2026	Delete
Continue	Clone	⋮	Incomplete		03/30/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/30/2026	Delete
Continue	Clone	⋮	Incomplete		03/24/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/24/2026	Delete
Continue	Clone	⋮	Incomplete		03/24/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/24/2026	Delete
Continue	Clone	⋮	Incomplete		03/23/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/23/2026	Delete





Managing your account

- Navigate to Account Settings from the left-hand menu to edit your:
 - Contact information
 - Reporting preferences
 - Billing information
 - Data access

The screenshot shows the IDEXX BioAnalytics Client Portal. The top navigation bar includes the IDEXX BioAnalytics logo and a 'Sign out' link. The main header reads 'IDEXX BioAnalytics Client Portal'. A left-hand menu lists various options, with 'Account Settings' highlighted. The main content area is titled 'Manage your account profile, reporting, and billing settings' and includes a warning: 'These fields are provided for editing purposes only (e.g. spelling errors, address changes). This account cannot be changed to a new individual or company.' Below this, there are four tabs: 'My profile', 'Reporting', 'Billing', and 'Data Access'. The 'My profile' tab is active, showing a form with the following fields and values:

Field	Value
First name	IDEXX
Last name	BioAnalytics
Email address	ibaproductmarketingandcom
Phone number	+18006690825
Phone number 2	
Fax number	
Institution name	IDEXX BioAnalytics
Titles/Degrees	
Address line #1	4011 Discovery Drive
Address line #2	
City	Columbia
State/Province	MO
Postal code	65201
Country	United States

A 'Save Changes' button is located at the bottom of the form. The footer contains links for 'Contact Us', 'Terms of Use', and 'Privacy Policy', along with the copyright notice: '©2025 IDEXX Laboratories, Inc. All rights reserved'.



Data Access

- Navigate to Account Settings from the left-hand menu to edit your data access:
 - Add recipients to receive results
 - Request access to another user's results
 - Give another user access to your results

The screenshot shows the IDEXX BioAnalytics Client Portal interface. At the top, there is a blue header with the IDEXX BioAnalytics logo and a 'Sign out' link. Below the header is a grey bar with the text 'IDEXX BioAnalytics Client Portal'. On the left side, there is a navigation menu with the following items: My Dashboard, Place an Order, Order History, Cases and Search, Reports & Certificates, Client Support Center, Account Settings (highlighted in blue), Resources and Support, and Logout. Below the menu, the user's ID is displayed as 'USERID: IBAMARKETING'. The main content area is titled 'Manage your account profile, reporting, and billing settings'. Below the title, there is a warning: 'These fields are provided for editing purposes only (e.g. spelling errors, address changes). This account cannot be changed to a new individual or company.' There are four tabs: My profile, Reporting, Billing, and Data Access (highlighted). Under the Data Access tab, there is a message: 'Your data integrity is our highest priority. Once the below request is submitted, our team will review and work to provide the necessary access to users.' Below this message are three checkboxes:

- I would like to add additional email recipients to receive results
- I need access to another user's current or historical results via the Client Portal
- I need to give another user access to my results via the Client Portal

A blue 'Save Changes' button is located at the bottom right of the form. At the bottom of the page, there is a dark grey footer with links for 'Contact Us', 'Terms of Use', and 'Privacy Policy', and a copyright notice: '©2025 IDEXX Laboratories, Inc. All rights reserved'.



1

Place an order

- Select Place an Order on your dashboard or from the navigation bar to start a new case submission.

1



Place an Order

The screenshot shows the IDEXX BioAnalytics dashboard for user Robyn Myles. The dashboard header includes the user's name and a 'Sign out' link. The main content area features a welcome message: 'Welcome Robyn to your IDEXX BioAnalytics Dashboard'. Below this, there is a brief description of the portal's capabilities: 'Submit test requests, track the status of your submissions, receive electronic reports, and access a comprehensive view of your order history in a few easy steps on our secure portal.' A link to the 'Online Ordering Guide' is provided. A blue button labeled 'Place an Order' is highlighted with a red box and a red circle containing the number '1'. To the right of the text, there are four images: a grid of colorful virus-like particles (top left), a scientist in a lab coat and safety glasses (top right), a microscope (bottom left), and a cluster of red blood cells (bottom right). A red circle with the number '4' is overlaid on the top-left image.



Overview



Account Settings



Animal Health
Monitoring Orders



Aquatics Diagnostics Orders



Biologics & Cell
Health Orders

2

Service type selection

Select a submission type to begin:

- **Health Monitoring**
 - Animal surveillance for pathogens and microbial screening services
 - 3R FELASA, Serology, Real-time PCR, EDx profiles, Diagnostic Histopathology, Microbiology, Microbiome

1

Robyn Myles Sign out
IDEXX BioAnalytics

Let's start your order

Please select the testing option that meets your research needs.
Your order is being placed with this account: Myles, Robyn

Health Monitoring

Environmental and sentinel pathogen surveillance for routine monitoring, disease detection and quarantine.
[Get started >](#)

Biologics and Cell Health

Authentication, characterization, and contamination detection for cell lines, xenograft tumors, and pluripotent stem cells.
[Get started >](#)

Preclinical Research

In vivo preclinical study support: clinical pathology, anatomic pathology, bioanalysis.
[Get started >](#)

Aquatics Diagnostics

Aquatic-specific diagnostics for routine health monitoring and quarantine testing.
[Get started >](#)



3

Tool palette

- + Add a single row
- ++ Add multiple rows
- 🗑️ Trash can / delete
- 🔄 Duplicate a row
- 📄 Fill down a column
- 📄 Sequential number fill
- ↶ Undo
- 📖 Dictionary
- 🖥️ Full page view

The [i](#) link in the column headers provides additional glossary information.

Click the “New to online ordering?” link for helpful resources to support your submission process.

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click "Add Services" to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our [Online Ordering resources](#) to learn how to place an order.

Import Spreadsheet Add Services

	Client Sample ID*	Specimen	Add ID	Investigator	Building	Area	Room	Rack	Strain	Sex	Approx Date of Birth (DD-MMM-YY)	Date Animal Placed (DD-MMM-YY)	Other 1	Other 2	Other 3	Other 4	Services	
1																		

Save for later Cancel and exit Continue



Overview



Account Settings



Animal Health
Monitoring Orders



Aquatics Diagnostics Orders



Biologics & Cell
Health Orders

4

Option 1: Copy and paste or manually type data

- Enter each animal as one line regardless of number of sample types/tissues per animal. Add any other sample information you need to identify your samples.
- Columns marked with an asterisk are required. Other columns are optional.
- The most used demographic columns are:
 - Client Sample ID*
 - Species*
 - Investigator
 - Building
 - Room
 - Rack
 - Strain

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the 'import spreadsheet' option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our Online Ordering resources to learn how to place an order.

	Client Sample ID*	Species*	Add ID	Investigator	Building	Area	Room	Rack	Strain	Sex	Approx Date of Birth (DD-MMM-YY)	Date Animal Placed (DD-MMM-YY)	Other 1	Other 2	Other 3	Other 4	Services
1																	

Save for later Cancel and exit Continue



5

Option 2: Import spreadsheet data

- A blank spreadsheet template is available in the pop-out window once you click Import Spreadsheet.
- Customize Other column headers.
- Upload data for a quick and easy submission.

The screenshot shows the 'Import Spreadsheet' pop-up window in the IDEXX BioAnalytics interface. The window is titled 'Import Spreadsheet' and contains the following elements:

- 1**: A blue circle with the number '1' pointing to the 'Import Spreadsheet' button on the main page.
- 2**: A blue circle with the number '2' pointing to the 'Download Spreadsheet Template' link in the pop-up window.
- 3**: A blue circle with the number '3' pointing to the 'Choose File' button in the pop-up window.

The pop-up window also includes a note: 'Note: Only import from the provided spreadsheet template on this page, do not use custom spreadsheet formats. Submissions are limited to a maximum of 1000 rows.' Below the note, there are fields for 'Other Column 1', 'Other Column 2', 'Other Column 3', and 'Other Column 4' to customize column headers. At the bottom of the pop-up, there are 'Import' and 'Cancel' buttons. The main page background shows a table with columns for 'Date Animal Placed (DD-MMM-YY)', 'Other 1', 'Other 2', 'Other 3', 'Other 4', and 'Services'.



6

Error checking and Dictionary

- As you enter sample information, you might notice our embedded error checking.
- This feature prompts you with dropdown options and highlights new entries not found in the Dictionary.
- To remove the highlights and add a new entry to the Dictionary, select the cell(s) or column(s) and click the Dictionary icon. Confirm by clicking Add to Dictionary.
- Customize the dropdown menu in your Dictionary, entering new values only if they are unique. This ensures consistent data, as the Dictionary is case-sensitive and distinguishes between dashes and other characters.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Cells highlighted in yellow mean that you chose an option not currently in your user dictionary. Please select those cells and click the "Add to User Dictionary" button (the icon) or change your selected values. Tip: You can add multiple items at once to your dictionary by selecting multiple cells or even entire columns.

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "Import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our [Online Ordering resources](#) to learn how to place an order.

	Client Sample ID*	Species*	Add ID	Investigator	Building	Area	Date Animal Placed (DD-MMM-YY)	Other 1	Other 2	Other 3	Other 4	Services
1	1234	mouse						ABC				
2	2345	mouse										
3	3456	mouse										

Confirm

You are about to add the following values to your dictionary. If you see a value you don't wish to add, please close this confirmation and make the necessary changes.

Other 1: ABC

Add to Dictionary

Save for later Cancel and exit Continue



7a

Add services

- Select samples to which services will be added. To select all, click in the checkbox at the top of the column.
- Check the box next to a sample to select it and click Add Services.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "Import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our [Online Ordering resources](#) to learn how to place an order.

	<input type="checkbox"/>	Client Sample ID*	Species*	Add ID	Investigator	Building	Area	Room	Rack	Strain	Sex	Approx Date of Birth (DD-MMM-YY)	Date Animal Placed (DD-MMM-YY)	Other 1	Other 2	Other 3	Other 4	Services	
1	<input type="checkbox"/>	234	mouse		3									ABC					
2	<input type="checkbox"/>	245	mouse																
3	<input type="checkbox"/>	256	mouse																

Import Spreadsheet Add Services

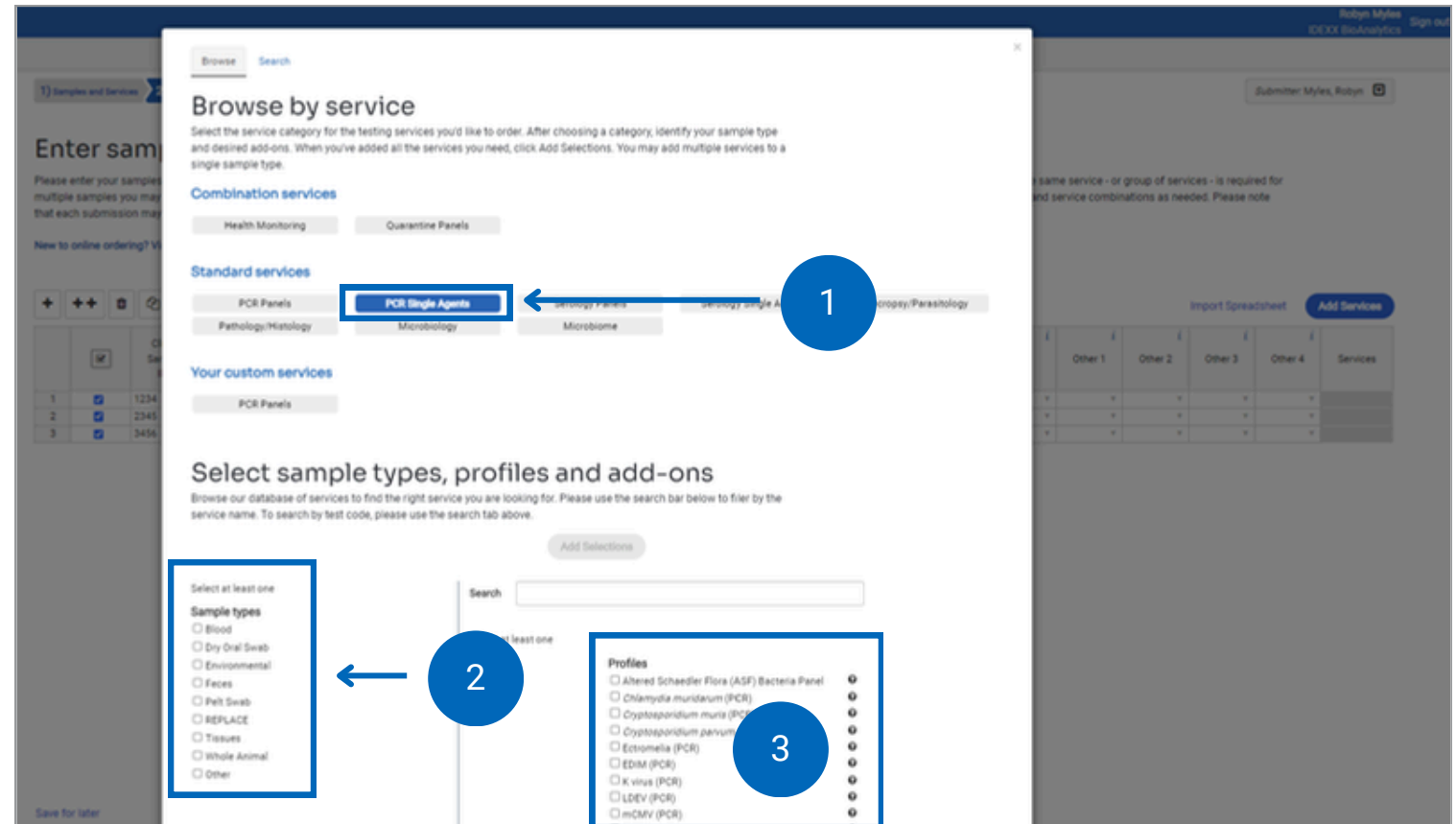
Save for later Cancel and exit Continue



7b

Select services

- Browse through our offering and choose a Service tile.
- To add a service:
 - Select the sample type
 - Select your Profile(s)
 - Select your Add-on(s)
 - Click Add Selection
- Continue to add services or close the window to return to the sample grid and select new samples/move on.





7c

Service selection

- Click on the button beside a service to learn more including accepted sample type and the tests or assays included.
- This will show you sample type information and services included.

The screenshot displays the 'Service selection' interface. A modal window titled 'Altered Schaedler Flora (ASF) Bacteria Panel' is open, showing 'Accepted Sample Types' and 'Test Included' tabs. A blue circle with the number '2' is positioned over the 'Accepted Sample Types' tab. In the background, a 'Profiles' list is visible, with a blue circle containing the number '1' and an arrow pointing to the 'Altered Schaedler Flora (ASF) Bacteria Panel' profile.

Accepted Sample Types	Test Included
Dry Oral Swab	Accepted
Environmental	Accepted
Feces	Accepted
Pelt Swab	Accepted
REPLACE	Accepted
Tissues	Accepted
Whole Animal	Accepted
Other	Accepted

Profiles

- Altered Schaedler Flora (ASF) Bacteria Panel
- Chlamydia muridarum (PCR)
- Cyptosporidium muris (PCR)
- Cyptosporidium parvum/tyzzeri (PCR)
- Ectromelia (PCR)
- EDIM (PCR)
- K virus (PCR)
- LDEV (PCR)
- mCMV (PCR)



Overview



Account Settings



Animal Health
Monitoring Orders



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Biologics & Cell
Health Orders

7d

Review services

- You can review and edit your services from the sample grid.
- Click on the service category name in the right-hand column for more detailed information.
- Click the badge above the sample grid next to Added Services (View/Edit/Delete) to see all of the services for that category and remove it from all the samples the service is assigned to.
- Once all your samples are added and assigned the services needed, continue to Order/Billing Details.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "Import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our Online Ordering resources to learn how to place an order.

Added Services (View/Edit/Delete) **PCR Single Agents**

Profile	Sample Type	Affected Specimen Count	Delete
Altered Schaedler Flora (ASF) Bacteria Panel	Dry Oral Swab	3	Delete

Import Spreadsheet Add Services

Client Sample ID*	Species*	Add ID	Import	Other 3	Other 4	Services
1	1234	mouse				PCR Single Agents
2	2345	mouse				PCR Single Agents
3	3456	mouse				PCR Single Agents

Save for later Cancel and exit Continue



8a

Add Order/Billing Details

- Please fill all required fields marked with an asterisk.
- Enter your Purchase Order (PO) Number under Payment Type, or select an appropriate option from the dropdown:
 - Enter PO Number: If you have a PO number, enter it directly.
 - PO to idexxbioanalytics-europe@idexx.com in 48hrs: Select this if you need a PO on your invoice but don't have the number yet. Send the PO within 48 hours.
 - Proforma Invoice – Prior Approval: Choose this if a proforma invoice was pre-approved.
 - Not Applicable: Select this if your company does not use PO numbers.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Order and billing details

Please provide all required billing, shipping, and case information for your order. Having complete details will help our team process your request accurately and efficiently.

Questions about order and billing details? Visit our [billing and order detail FAQ's](#).

Order details

* Payment type

Quote number

Send Invoice/Charges To ⁱ

IDEXX BioAnalytics
Accounts Payable
4011 Discovery Dr
Columbia, MO 65201
US
+1 (573) 239-9271
[Edit Billing Info](#)

Shipping Information

* Ship date ⁱ

* Ship to lab ⁱ

Carrier type ⁱ

Case information

Study ID ⁱ

Save for later Cancel and exit Previous Continue



8b

Add Order/Billing Details

- Please ensure your Bill-to address is included and is correct.
- If your bill to information is not completed for your first submission, you don't need to resend it - it will be completed prior to invoicing.
- Please select Kornwestheim as the Ship to Lab.
- Enter submission details including study ID, special instructions, quote number, etc.
- Continue by clicking the Continue button.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Order and billing details

Please provide all required billing, shipping, and case information for your order. Having complete details will help our team process your request accurately and efficiently.

Questions about order and billing details? Visit our [billing and order detail FAQ's](#).

Order details

* Payment type

Quote number

Send Invoice/Charges To ⁱ

IDEXX BioAnalytics
Accounts Payable
4011 Discovery Dr
Columbia, MO 65201
US
+1 (573) 239-9271
[Edit Billing Info](#)

Shipping information

* Ship date ⁱ

* Ship to lab ⁱ

Carrier type ⁱ

Case information

Study ID ⁱ

Save for later Cancel and exit Previous Continue



9

Submission review

- This screen provides a final overview of your submission.
- If everything is correct, click Submit to complete your order.
- If anything needs to be adjusted, you can edit by clicking Previous.
- If you want to continue later, click Save for later.
 - You can resume this case from the Order History menu.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Review your order

Please review the following information before confirming your order. If anything is incorrect, please go back to the previous step and fix before submitting.

IDEXX BioAnalytics **IDEXX**

Case Submission Packing Slip

Send Report To: Myles, Robyn 4011 Discovery Drive Columbia, MO 65201 United States +1 (573) 239-9271 RobynMyles@idexx.com invalid	Bill To: IDEXX BioAnalytics Accounts Payable 4011 Discovery Dr Columbia, MO 65201 US +1 (573) 239-9271
Shipping Date: 04/17/2026	Purchase Order: 12345
Ship to Lab: Columbia, Missouri	Quote Number:
Species: mouse	Total # of Samples: 3
Facility: ALL	Separate Cases: No
Services Requested: Altered Schaedler Flora (ASF) Bacteria Panel	Infectious Agent / Health Hazards:
Comments:	Additional Sample Information:
Special Test Instructions:	

Save for later Cancel and exit Previous **Submit**

1



10

Order Confirmation

- Once you click Submit you will receive an Order Confirmation Number.
- Please view and print your case submission packing slip. Include a copy of the packing slip inside the box with your samples.
- For any changes after you have received an order confirmation, please contact us at idxxbioanalytics-europe@idexx.com to modify your submission.

Click the “Questions regarding sample collection and shipping?” link for helpful resources for preparing and shipping your samples.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

You have successfully completed your order!

Order Confirmation Number: 260417-1014-G

Your order has been submitted! Please download and print your packing slip, and included it with your shipment. This packing slip has also been emailed to you.

Questions regarding sample collection and shipping? Please view our Client Support Resources. ← 1

View & Download

IDEXX BioAnalytics **IDEXX**

Case Submission Packing Slip

Order Confirmation Number: 260417-1014-G

Send Report To: Myles, Robyn 4011 Discovery Drive Columbia, MO 65201 United States +1 (573) 239-9271 RobynMyles@idexx.com.invalid	Bill To: IDEXX BioAnalytics Accounts Payable 4011 Discovery Dr Columbia, MO 65201 US +1 (573) 239-9271
---	--

Shipping Date: 04/17/2026	Purchase Order: 12345
Ship to Lab: Columbia, Missouri	Quote Number:
Species: mouse	Total # of Samples: 3
Facility: ALL	Separate Cases: No



11

Using templates and clones

- Click Order History in the navigation bar.
- Determine which submission template you want to clone.
- Click Clone button to create a new submission with pre-populated sample and service data from the original template.

Hint: Templates can be created to provide a simple 3-Click method to set up submissions that occur repeatedly, whether weekly, monthly, quarterly, etc. Templates can be named based on user's preference.

View your order history

Conveniently view a summary of your order history, gathering valuable insights into your account activity. Need to change an order? Please submit a [Change Request](#) form.

Currently viewing order history for: IDEXX, BioAnalytics - ALL

Show From: Last 90 Days Filter By Status: All Only Show Named Submissions Place an Order

		Submission Name	Status	Confirmation No.	Last Changed	Service Count	Sample Count	Shipping Date	Submitter	Case Numbers	Created By	Submission Created Date	
Continue	Clone				04/16/2026	0	1		BioAnalytics IDEXX		Robyn Myles	04/16/2026	Delete
Continue	Clone		Incomplete		04/02/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	04/02/2026	Delete
Continue	Clone		Incomplete		04/02/2026	0	0		BioAnalytics IDEXX		Erin Stump	04/02/2026	Delete
Continue	Clone		Incomplete		04/01/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	04/01/2026	Delete
Continue	Clone		Incomplete		03/30/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/30/2026	Delete
Continue	Clone		Incomplete		03/24/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/24/2026	Delete
Continue	Clone		Incomplete		03/24/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/24/2026	Delete
Continue	Clone		Incomplete		03/23/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/23/2026	Delete



1

Place an order

- Select Place an Order on your dashboard or from the navigation bar to start a new case submission.

1



The screenshot shows the IDEXX BioAnalytics dashboard for user Robyn Myles. The dashboard header includes the user's name and a 'Sign out' link. The main content area features a welcome message: 'Welcome Robyn to your IDEXX BioAnalytics Dashboard'. Below this, there is a brief description of the portal's capabilities: 'Submit test requests, track the status of your submissions, receive electronic reports, and access a comprehensive view of your order history in a few easy steps on our secure portal.' A link to the 'Online Ordering Guide' is provided. A blue button labeled 'Place an Order' is highlighted with a red box and a red circle containing the number '1', with an arrow pointing to it from the left. The dashboard also includes a grid of four images: a 3D molecular model, a scientist in a lab, a microscope, and a microscopic view of red blood cells.



Overview



Account Settings



Animal Health
Monitoring Orders



Aquatics Diagnostics Orders



Biologics & Cell
Health Orders

2

Service type selection

Select a submission type to begin:

- **Aquatic Diagnostics**
 - Diagnostics and screening services
 - Zebrafish, Axolotl, Xenopus, and other aquatic species testing

Robyn Myles IDEXX BioAnalytics Sign out

Let's start your order

Please select the testing option that meets your research needs.
Your order is being placed with this account: Myles, Robyn

Health Monitoring

Environmental and sentinel pathogen surveillance for routine monitoring, disease detection and quarantine.
[Get started >](#)

Biologics and Cell Health

Authentication, characterization, and contamination detection for cell lines, xenograft tumors, and pluripotent stem cells.
[Get started >](#)

Preclinical Research

In vivo preclinical study support: clinical pathology, anatomic pathology, bioanalysis.
[Get started >](#)

Aquatics Diagnostics

Aquatic-specific diagnostics for routine health monitoring and quarantine testing.
[Get started >](#)

1



3

Tool palette

- Add a single row
- Add multiple rows
- Trash can / delete
- Duplicate a row
- Fill down a column
- Sequential number fill
- Undo
- Dictionary
- Full page view

The [i](#) link in the column headers provides additional glossary information.

Click the “New to online ordering?” link for helpful resources to support your submission process.

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click "Add Services" to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our [Online Ordering resources](#) to learn how to place an order.

Import Spreadsheet Add Services

	Client Sample ID*	Species	Add'l ID	Investigator	Building	Area	Room	Rack	Strain	Sex	Approx Date of Birth (DD-MMM-YY)	Date Animal Placed (DD-MMM-YY)	Other 1	Other 2	Other 3	Other 4	Services	
1																		

Save for later Cancel and exit Continue



4

Option 1: Copy and paste or manually type data

- Enter each animal as one line regardless of number of sample types/tissues per animal. Add any other sample information you need to identify your samples.
- Columns marked with an asterisk are required. Other columns are optional.
- The most used demographic columns are:
 - Client Sample ID*
 - Species*
 - Investigator
 - Building
 - Room
 - Rack
 - Strain

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our Online Ordering resources to learn how to place an order.

	Client Sample ID*	Species*	Addl ID	Investigator	Building	Area	Room	Rack	Strain	Sex	Approx Date of Birth (DD-MMM-YY)	Date Animal Placed (DD-MMM-YY)	Other 1	Other 2	Other 3	Other 4	Services
1																	

Save for later Cancel and exit Continue



5

Option 2: Import spreadsheet data

- A blank spreadsheet template is available in the pop-out window once you click Import Spreadsheet.
- Customize Other column headers.
- Upload data for a quick and easy submission.

The screenshot shows the 'Import Spreadsheet' pop-up window in the IDEXX BioAnalytics interface. The window has a blue header with the title 'Import Spreadsheet' and a close button. Below the header, there is a note: 'Note: Only import from the provided spreadsheet template on this page, do not use custom spreadsheet formats. Submissions are limited to a maximum of 1000 rows.' A 'Download Spreadsheet Template' link is visible. Below this, there is a 'Choose File' button. A blue circle with the number '3' is positioned next to this button, with an arrow pointing to it. In the center of the window, there are four input fields for customizing column headers: 'Other Column 1', 'Other Column 2', 'Other Column 3', and 'Other Column 4'. A blue circle with the number '2' is positioned between the second and third fields, with an arrow pointing to the 'Other Column 2' field. At the bottom of the window, there are 'Import' and 'Cancel' buttons. A blue circle with the number '1' is positioned to the right of the window, with an arrow pointing to the 'Import Spreadsheet' button on the main page behind the pop-up. The background shows a table with columns for 'Date Animal Placed (DD-MMM-YY)', 'Other 1', 'Other 2', 'Other 3', 'Other 4', and 'Services'. The user's name 'Robyn Myles' and 'IDEXX BioAnalytics' are visible in the top right corner of the interface.



6

Error checking and Dictionary

- As you enter sample information, you might notice our embedded error checking.
- This feature prompts you with dropdown options and highlights new entries not found in the Dictionary.
- To remove the highlights and add a new entry to the dictionary, select the cell(s) or column(s) and click the dictionary icon. Confirm by clicking Add to Dictionary.
- Customize the dropdown menu in your Dictionary, entering new values only if they are unique. This ensures consistent data, as the Dictionary is case-sensitive and distinguishes between dashes and other characters.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Cells highlighted in yellow mean that you chose an option not currently in your user dictionary. Please select those cells and click the 'Add to User Dictionary' button (the icon) or change your selected values. Tip: You can add multiple items at once to your dictionary by selecting multiple cells or even entire columns.

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the 'Import spreadsheet' option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our Online Ordering resources to learn how to place an order.

	Client Sample ID*	Species*	Add ID	Investigator	Building	Area	Date Animal Placed (DD-MMM-YY)	Other 1	Other 2	Other 3	Other 4	Services
1	1234	mouse						ABC				
2	2345	mouse										
3	3456	mouse										

Confirm

You are about to add the following values to your dictionary. If you see a value you don't wish to add, please close this confirmation and make the necessary changes.

Other 1: ABC

Add to Dictionary

Save for later Cancel and exit Continue



7a

Add services

- Select samples to which services will be added. To select all, click in the checkbox at the top of the column.
- Check the box next to a sample to select it and click Add Services.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "Import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our [Online Ordering resources](#) to learn how to place an order.

	<input type="checkbox"/>	Client Sample ID*	Species*	Add ID	Investigator	Building	Area	Room	Rack	Strain	Sex	Approx Date of Birth (DD-MMM-YY)	Date Animal Placed (DD-MMM-YY)	Other 1	Other 2	Other 3	Other 4	Services	
1	<input type="checkbox"/>	234	mouse											ABC					
2	<input type="checkbox"/>	345	mouse																
3	<input type="checkbox"/>	456	mouse																

Import Spreadsheet **Add Services**

Save for later Cancel and exit Continue



Overview



Account Settings



Animal Health
Monitoring Orders



Aquatics Diagnostics Orders



Biologics & Cell
Health Orders

7b

Select services

- You can search by service code or browse through our offering.
- To add a service:
 - Select your Profile(s) and Add-Ons
 - Select the sample type
 - Click Add Selection
- Continue to add services or close the window to return to the sample grid and select new samples/move on.

The screenshot shows the 'Browse by service' modal window. It is divided into three main sections: 'Browse by service', 'Select sample types, profiles and add-ons', and a search bar. Three blue circles with arrows point to specific elements:

- 1**: Points to the 'PCR Single Agents' button under the 'Standard services' section.
- 2**: Points to the 'Sample types' list, which includes options like Blood, Dry Oral Swab, Environmental, Feces, Felt Swab, REFUCE, Tissues, Whole Animal, and Other.
- 3**: Points to the 'Profiles' list, which includes options like Altered Schaedler Flora (ASF) Bacteria Panel, Chlamydia muridarum (PCR), Cryptosporidium muris (PCR), Cryptosporidium parvum, Ectomella (PCR), EDIM (PCR), K virus (PCR), LDEV (PCR), and mDMV (PCR).



Overview



Account Settings



Animal Health
Monitoring Orders



Aquatics Diagnostics Orders



Biologics & Cell
Health Orders

7c

Service selection

- Click on the button beside a service to learn more including accepted sample type and the tests or assays included.
- This will show you sample type information and services included.

The screenshot displays the 'Browse by service' interface. A modal window titled 'Altered Schaedler Flora (ASF) Bacteria Panel' is open, showing 'Accepted Sample Types' and 'Test Included' tabs. A blue circle with the number '2' is overlaid on the modal. In the background, a 'Profiles' list is visible, with a blue circle and the number '1' pointing to a vertical list of icons next to the 'Altered Schaedler Flora (ASF) Bacteria Panel' profile.

Accepted Sample Types	Test Included
Dry Oral Swab	Accepted
Environmental	Accepted
Feces	Accepted
Pelt Swab	Accepted
REPLACE	Accepted
Tissues	Accepted
Whole Animal	Accepted
Other	Accepted

Select at least one

Sample types

- Blood
- Dry Oral Swab
- Environmental
- Feces
- Pelt Swab
- REPLACE
- Tissues
- Whole Animal
- Other

Select at least one

Profiles

- Altered Schaedler Flora (ASF) Bacteria Panel
- Chlamydia muridarum (PCR)
- Cyptosporidium muris (PCR)
- Cyptosporidium parvum/tyzzeri (PCR)
- Ectromelia (PCR)
- EDIM (PCR)
- K virus (PCR)
- LDEV (PCR)
- mCMV (PCR)



7d

Review services

- You can review and edit your services from the sample grid.
- Click on the service category name in the right-hand column for more detailed information.
- Click the badge above the sample grid next to Added Services (View/Edit/Delete) to see all of the services for that category and remove it from all the samples the service is assigned to.
- Once all your samples are added and assigned the services needed, continue to Order/Billing Details.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "Import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our Online Ordering resources to learn how to place an order.

Added Services (View/Edit/Delete) **PCR Single Agents**

Profile	Sample Type	Affected Specimen Count	Delete
Altered Schaedler Flora (ASF) Bacteria Panel	Dry Oral Swab	3	Delete

Import Spreadsheet Add Services

Client Sample ID*	Species*	Add ID	Import	Other 3	Other 4	Services
1 1234	mouse					PCR Single Agents
2 2345	mouse					PCR Single Agents
3 3456	mouse					PCR Single Agents

Save for later Cancel and exit Continue



8a

Add Order/Billing Details

- Please fill all required fields marked with an asterisk.
- Enter your Purchase Order (PO) Number under Payment Type, or select an appropriate option from the dropdown:
 - Enter PO Number: If you have a PO number, enter it directly.
 - PO to idexxbioanalytics-europe@idexx.com in 48hrs: Select this if you need a PO on your invoice but don't have the number yet. Send the PO within 48 hours.
 - Proforma Invoice – Prior Approval: Choose this if a proforma invoice was pre-approved.
 - Not Applicable: Select this if your company does not use PO numbers.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Order and billing details

Please provide all required billing, shipping, and case information for your order. Having complete details will help our team process your request accurately and efficiently.

Questions about order and billing details? Visit our [billing and order detail FAQ's](#).

Order details

* Payment type

Quote number

Send Invoice/Charges To ⁱ
 IDEXX BioAnalytics
 Accounts Payable
 4011 Discovery Dr
 Columbia, MO 65201
 US
 +1 (573) 239-9271
[Edit Billing Info](#)

Shipping information

* Ship date ⁱ

* Ship to lab ⁱ

Carrier type ⁱ

Case information

Study ID ⁱ

[Save for later](#) [Cancel and exit](#) [Previous](#) [Continue](#)



8b

Add Order/Billing Details

- Please ensure your Bill-to address is included and is correct.
- If your bill to information is not completed for your first submission, you don't need to resend it - it will be completed prior to invoicing.
- Please select Kornwestheim as the Ship to Lab.
- Enter submission details including study ID, special instructions, quote number, etc.
- Continue by clicking the Continue button.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Order and billing details

Please provide all required billing, shipping, and case information for your order. Having complete details will help our team process your request accurately and efficiently.

Questions about order and billing details? Visit our [billing and order detail FAQ's](#).

Order details

* Payment type

Quote number

Send Invoice/Charges To ⁱ

IDEXX BioAnalytics
Accounts Payable
4011 Discovery Dr
Columbia, MO 65201
US
+1 (573) 239-9271
[Edit Billing Info](#)

Shipping information

* Ship date ⁱ

* Ship to lab ⁱ

Carrier type ⁱ

Case information

Study ID ⁱ

Save for later Cancel and exit Previous Continue



9

Submission review

- This screen provides a final overview of your submission.
- If everything is correct, click Submit to complete your order.
- If anything needs to be adjusted, you can edit by clicking Previous.
- If you want to continue later, click Save for later.
 - You can resume this case from the Order History menu.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Review your order

Please review the following information before confirming your order. If anything is incorrect, please go back to the previous step and fix before submitting.

IDEXX BioAnalytics

IDEXX

Case Submission Packing Slip

Send Report To: Myles, Robyn 4011 Discovery Drive Columbia, MO 65201 United States +1 (573) 239-9271 RobynMyles@idexx.com.invalid	Bill To: IDEXX BioAnalytics Accounts Payable 4011 Discovery Dr Columbia, MO 65201 US +1 (573) 239-9271
Shipping Date: 04/17/2026 Ship to Lab: Columbia, Missouri Species: mouse Facility: ALL Services Requested: Altered Schaedler Flora (ASF) Bacteria Panel Comments: Special Test Instructions:	Purchase Order: 12345 Quote Number: Total # of Samples: 3 Separate Cases: No Infectious Agent / Health Hazards: Additional Sample Information:

Save for later Cancel and exit Previous **Submit**

1



10

Order Confirmation

- Once you click Submit you will receive an Order Confirmation Number.
- Please view and print your case submission packing slip. Include a copy of the packing slip inside the box with your samples.
- For any changes after you have received an order confirmation, please contact us at idxxbioanalytics-europe@idexx.com to modify your submission.

Click the “Questions regarding sample collection and shipping?” link for helpful resources for preparing and shipping your samples.

Robyn Myles IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

You have successfully completed your order!

Order Confirmation Number: 260417-1014-G

Your order has been submitted! Please download and print your packing slip, and included it with your shipment. This packing slip has also been emailed to you.

Questions regarding sample collection and shipping? Please view our Client Support Resources. ← 1

View & Download

IDEXX BioAnalytics **IDEXX**

Case Submission Packing Slip

Order Confirmation Number: 260417-1014-G

Send Report To: Myles, Robyn 4011 Discovery Drive Columbia, MO 65201 United States +1 (573) 239-9271 RobynMyles@idexx.com.invalid	Bill To: IDEXX BioAnalytics Accounts Payable 4011 Discovery Dr Columbia, MO 65201 US +1 (573) 239-9271
---	--

Shipping Date: 04/17/2026 Ship to Lab: Columbia, Missouri Species: mouse Facility: ALL	Purchase Order: 12345 Quote Number: Total # of Samples: 3 Separate Cases: No
---	---



1

Place an order

- Select Place an Order on your dashboard or from the navigation bar to start a new case submission.

1



The screenshot shows the IDEXX BioAnalytics dashboard for user Robyn Myles. The main heading is "Welcome Robyn to your IDEXX BioAnalytics Dashboard". Below this, there is a paragraph: "Submit test requests, track the status of your submissions, receive electronic reports, and access a comprehensive view of your order history in a few easy steps on our secure portal." and another paragraph: "Please refer to our Online Ordering Guide for an overview of how to place an order utilizing our online submission portal." A blue button labeled "Place an Order" is highlighted with a blue box. A blue circle with the number "1" and an arrow points to this button. On the right side of the dashboard, there are four images: a blue virus-like particle with the number "4", a scientist in a lab coat, a microscope, and red blood cells.



Overview



Account Settings



Animal Health
Monitoring Orders



Aquatics Diagnostics Orders



Biologics & Cell
Health Orders

2

Service type selection

Select a submission type to begin:

- **Biologics and Cell Health**
 - Cell line authentication and pathogen screening
 - IMPACT, h-IMPACT, Sterility testing, CellCheck, Confirm PDX, Endotoxin testing

Robyn Myles Sign out
IDEXX BioAnalytics

Let's start your order

Please select the testing option that meets your research needs.
Your order is being placed with this account: Myles, Robyn

Health Monitoring

Environmental and sentinel pathogen surveillance for routine monitoring, disease detection and quarantine.
[Get started >](#)

Biologics and Cell Health

Authentication, characterization, and contamination detection for cell lines, xenograft tumors, and pluripotent stem cells.
[Get started >](#)

Preclinical Research

In vivo preclinical study support: clinical pathology, an...
[Get started >](#)

Aquatics Diagnostics

Aquatic-specific diagnostics for routine health monitoring and quarantine testing.
[Get started >](#)



3

Tool palette

- + Add a single row
- ++ Add multiple rows
- 🗑️ Trash can / delete
- 📄 Duplicate a row
- 📄 Fill down a column
- 📄 Sequential number fill
- ↶ Undo
- 📖 Dictionary
- 🖥️ Full page view

The [i](#) link in the column headers provides additional glossary information.

Click the “New to online ordering?” link for helpful resources to support your submission process.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "Import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that an order may include up to 500 samples.

New to online ordering? Visit our [Online Ordering resources](#) to learn how to place an order.

Import Spreadsheet Add Services

	Client Sample ID*	Species	Add ID	Investigator	Building	Area	Room	Rack	Strain	Sex	Approx Date of Birth (DD-MMM-YY)	Date Animal Placed (DD-MMM-YY)	Cell Line	ATCC #	Other 1	Other 2	Other 3	Other 4	Services	
1																				

Save for later Cancel and exit Continue



Overview



Account Settings



Animal Health
Monitoring Orders



Aquatics Diagnostics Orders



Biologics & Cell
Health Orders

4

Option 1: Copy and paste or manually type data

- Enter each sample as one line. Add any other sample information you need to identify your samples.
- Columns marked with an asterisk are required. Other columns are optional.
- The most used demographic columns are:
 - Client Sample ID*
 - Species
 - Investigator
 - Cell Line
 - ATCC #

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "Import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our Online Ordering resources to learn how to place an order.

Import Spreadsheet Add Services

	Client Sample ID*	Species	Add ID	Investigator	Building	Area	Room	Rack	Strain	Sex	Approx Date of Birth (DD-MMM-YY)	Date Animal Placed (DD-MMM-YY)	Cell Line	ATCC #	Other 1	Other 2	Other 3	Other 4	Services
1																			

Save for later Cancel and exit Continue

1



5

Option 2: Import spreadsheet data

- A blank spreadsheet template is available in the pop-out window once you click Import Spreadsheet.
- Customize Other column headers.
- Upload data for a quick and easy submission.

The screenshot shows the 'Import Spreadsheet' pop-up window in the IDEXX BioAnalytics system. The window is titled 'Import Spreadsheet' and contains the following elements:

- 1**: A blue circle with the number '1' pointing to the 'Import Spreadsheet' button on the main page.
- 2**: A blue circle with the number '2' pointing to the 'Download Spreadsheet Template' link in the pop-up window.
- 3**: A blue circle with the number '3' pointing to the 'Choose File' button in the pop-up window.

The pop-up window also includes a note: 'Note: Only import from the provided spreadsheet template on this page, do not use custom spreadsheet formats. Submissions are limited to a maximum of 1000 rows.' Below the note, there are fields for 'Other Column 1', 'Other Column 2', 'Other Column 3', and 'Other Column 4' to customize column headers. At the bottom of the pop-up are 'Import' and 'Cancel' buttons.

The background shows the 'Enter sample info' section of the main page, which includes a table with columns for 'Date Animal Placed (DD-MMM-YY)', 'Other 1', 'Other 2', 'Other 3', 'Other 4', and 'Services'. The 'Import Spreadsheet' button is highlighted in blue in the background.



6

Error checking and Dictionary

- As you enter sample information, you might notice our embedded error checking.
- This feature prompts you with dropdown options and highlights new entries not found in the Dictionary.
- To remove the highlights and add a new entry to the Dictionary, select the cell(s) or column(s) and click the Dictionary icon. Confirm by clicking Add to Dictionary.
- Customize the dropdown menu in your Dictionary, entering new values only if they are unique. This ensures consistent data, as the Dictionary is case-sensitive and distinguishes between dashes and other characters.

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Cells highlighted in yellow mean that you chose an option not currently in your user dictionary. Please select those cells and click the "Add to User Dictionary" button (the icon) or change your selected values. Tip: You can add multiple items at once to your dictionary by selecting multiple cells or even entire columns.

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "Import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our [Online Ordering resources](#) to learn how to place an order.

	Client Sample ID*	Species	Add ID	Investigator	Building	Area	Room	ATCC #	Other 1	Other 2	Other 3	Other 4	Services
1	1234	hamster											
2	2345	hamster						ABC					
3	3456	rat											

Confirm

You are about to add the following values to your dictionary. If you see a value you don't wish to add, please close this confirmation and make the necessary changes.

ATCC #: ABC

Add to Dictionary

Save for later Cancel and exit Continue



7a

Add services

- Select samples to which services will be added. To select all, click in the checkbox at the top of the column.
- Check the box next to a sample to select it and click Add Services.

Robyn Myles IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "Import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our [Online Ordering resources](#) to learn how to place an order.

	<input type="checkbox"/>	Client sample ID*	Species	Add ID	Investigator	Building	Area	Room	Rack	Strain	Sex	Approx Date of Birth (DD-MMM-YY)	Date Animal Placed (DD-MMM-YY)	Cell Line	ATCC #	Other 1	Other 2	Other 3	Other 4	Services	
1	<input checked="" type="checkbox"/>	134	hamster											PDX_45							
2	<input checked="" type="checkbox"/>	245	hamster											CHO							
3	<input checked="" type="checkbox"/>	356	hamster											MKN1							

Import Spreadsheet **Add Services**

Save for later Cancel and exit Continue



Overview



Account Settings



Animal Health
Monitoring Orders



Aquatics Diagnostics Orders



Biologics & Cell
Health Orders

7b

Select services

- Browse through our offering and choose a Service tile.
- To add a service:
 - Select the sample type
 - Select your Profile(s)
 - Select your Add-on(s)
 - Click Add Selection
- You can continue to add services or close the window to return to the sample grid and select new samples/move on.

The screenshot shows the 'Browse by service' interface. At the top, there are tabs for 'Browse' and 'Search'. Below this, the 'Browse by service' section is titled 'Select the service category for the testing services you'd like to order. After choosing a category, identify your sample type and desired add-ons. When you've added all the services you need, click Add Selections. You may add multiple services to a single sample type.' There are two main sections: 'Standard services' and 'Your custom services'. Under 'Standard services', there are several tiles: Microbiology, IMPACT/h-IMPACT, Mycoplasma/Other PCR, Cell Line Sterility, Endotoxin, ICS-digital PSC, and Microphysiological System Characterization. The 'CellCheck (Cell Line Authentication)' tile is highlighted with a blue box and an arrow pointing to a blue circle with the number '1'. Below this, there is a section for 'Select sample types, profiles and add-ons'. This section has a search bar and an 'Add Selections' button. There are three callouts: '2' points to a 'Sample types' section with options 'Cells', 'Tumors', and 'Other'; '3' points to an 'Add-Ons' section with various options like 'ConfirmPDX', 'Cell Line Sterility Test', 'IMPACT i PCR Profile (Mouse)', etc.



Overview



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Aquatics Diagnostics Orders



Biologics & Cell
Health Orders

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Service selection

- Click on the button beside a service to learn more including accepted sample type and the tests or assays included.
- This will show you sample type information and services included.

The screenshot displays the 'ConfirmPDX' modal window, which is used to confirm the selection of a service. The modal shows the following information:

Accepted Sample Types	Test included	Collection Instruction
Cells	Accepted	
Tumors	Accepted	
Other	Accepted	

The background interface shows a list of services with a search bar and a vertical column of selection buttons on the right side, indicated by a blue circle and arrow labeled '1'.



Overview



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7d

Review services

- You can review and edit your services from the sample grid as well.
- Click on the service category name in the right-hand column for more detailed information.
- Once all your samples are added and assigned the services needed, continue to Order/Billing Details.

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Enter sample information and services

Please enter your samples below. You can copy and paste or upload a spreadsheet using the "Import spreadsheet" option. Once samples are listed, select at least one sample to begin assigning services. If the same service - or group of services - is required for multiple samples you may select all applicable samples at once. After making your selections, click Add Services to choose the appropriate testing options. You may repeat this process for additional sample and service combinations as needed. Please note that each submission may include up to 500 samples.

New to online ordering? Visit our Online Ordering resources to learn how to place an order.

Added Services (View/Edit/Delete) CellCheck (Cell Line Authentication)

	Client Sample ID*	Species	Add ID	Investigator	Building	PHUA_ID	CHO	MKNT									
1	1234	hamster															
2	2345	hamster															
3	3456	hamster															

CellCheck (Cell Line Authentication) Profiles for Sample

Profile	Sample Type
ConfirmsPDX	Cells

Services

CellCheck (Cell Line Authentication)
CellCheck (Cell Line Authentication)
CellCheck (Cell Line Authentication)

Save for later Cancel and exit Continue



8a

Add Order/Billing Details

- Please fill all required fields marked with an asterisk.
- Enter your Purchase Order (PO) Number under Payment Type, or select an appropriate option from the dropdown:
 - Enter PO Number: If you have a PO number, enter it directly.
 - PO to idexxbioanalytics-europe@idexx.com in 48hrs: Select this if you need a PO on your invoice but don't have the number yet. Send the PO within 48 hours.
 - Proforma Invoice – Prior Approval: Choose this if a proforma invoice was pre-approved.
 - Not Applicable: Select this if your company does not use PO numbers.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Order and billing details

Please provide all required billing, shipping, and case information for your order. Having complete details will help our team process your request accurately and efficiently.

Questions about order and billing details? Visit our [billing and order detail FAQ's](#).

Order details

* Payment type

Quote number

Send Invoice/Charges To ⁱ

IDEXX BioAnalytics
Accounts Payable
4011 Discovery Dr
Columbia, MO 65201
US
+1 (573) 239-9271
[Edit Billing Info](#)

Shipping information

* Ship date ⁱ

* Ship to lab ⁱ

Carrier type ⁱ

Case information

Study ID ⁱ

[Save for later](#) [Cancel and exit](#) [Previous](#) [Continue](#)



8b

Add Order/Billing Details

- Please ensure your Bill-to address is included and is correct.
- If your bill to information is not completed for your first submission, you don't need to resend it - it will be completed prior to invoicing.
- Please select Kornwestheim as the Ship to Lab.
- Enter submission details including study ID, special instructions, quote number, etc.
- Continue by clicking the Continue button.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Order and billing details

Please provide all required billing, shipping, and case information for your order. Having complete details will help our team process your request accurately and efficiently.

Questions about order and billing details? Visit our [billing and order detail FAQ's](#).

Order details

* Payment type

Quote number

Send Invoice/Charges To ⁱ

IDEXX BioAnalytics
Accounts Payable
4011 Discovery Dr
Columbia, MO 65201
US
+1 (573) 239-9271
[Edit Billing Info](#)

Shipping information

* Ship date ⁱ

* Ship to lab ⁱ

Carrier type ⁱ

Case information

Study ID ⁱ

[Save for later](#) [Cancel and exit](#) [Previous](#) [Continue](#)



9

Submission review

- This screen provides a final overview of your submission.
- If everything is correct, click Submit to complete your order.
- If anything needs to be adjusted, you can edit by clicking Previous.
- If you want to continue later, click Save for later.
 - Resume this case from the Order History menu.

Robyn Myles
IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

Review your order

Please review the following information before confirming your order. If anything is incorrect, please go back to the previous step and fix before submitting.

IDEXX BioAnalytics

IDEXX

Case Submission Packing Slip

Send Report To: Myles, Robyn 4011 Discovery Drive Columbia, MO 65201 United States +1 (573) 239-9271 RobynMyles@idexx.com.invalid	Bill To: IDEXX BioAnalytics Accounts Payable 4011 Discovery Dr Columbia, MO 65201 US +1 (573) 239-9271
Shipping Date: 04/17/2026 Ship to Lab: Columbia, Missouri Species: mouse Facility: ALL Services Requested: Altered Schaedler Flora (ASF) Bacteria Panel Comments: Special Test Instructions:	Purchase Order: 12345 Quote Number: Total # of Samples: 3 Separate Cases: No Infectious Agent / Health Hazards: Additional Sample Information:

Save for later Cancel and exit Previous **Submit**

1



10

Order Confirmation

- Once you click Submit you will receive an Order Confirmation Number.
- Please view and print your case submission packing slip. Include a copy of the packing slip inside the box with your samples.
- For any changes after you have received an order confirmation, please contact us at idxxbioanalytics-europe@idexx.com to modify your submission.

Click the “Questions regarding sample collection and shipping?” link for helpful resources for preparing and shipping your samples.

Robyn Myles IDEXX BioAnalytics Sign out

1) Samples and Services 2) Order/Billing Details 3) Submission Review 4) Order Complete

Submitter: Myles, Robyn

You have successfully completed your order!

Order Confirmation Number: 260417-1014-G

Your order has been submitted! Please download and print your packing slip, and included it with your shipment. This packing slip has also been emailed to you.

Questions regarding sample collection and shipping? Please view our Client Support Resources. ← 1

View & Download

IDEXX BioAnalytics **IDEXX**

Case Submission Packing Slip

Order Confirmation Number: 260417-1014-G

Send Report To: Myles, Robyn 4011 Discovery Drive Columbia, MO 65201 United States +1 (573) 239-9271 RobynMyles@idexx.com.invalid	Bill To: IDEXX BioAnalytics Accounts Payable 4011 Discovery Dr Columbia, MO 65201 US +1 (573) 239-9271
---	--

Shipping Date: 04/17/2026	Purchase Order: 12345
Ship to Lab: Columbia, Missouri	Quote Number:
Species: mouse	Total # of Samples: 3
Facility: ALL	Separate Cases: No



11

Using templates and clones

- Click Order History in the navigation bar.
- Determine which submission template you want to clone.
- Click Clone button to create a new submission with pre-populated sample and service data from the original template.

Hint: Templates can be created to provide a simple 3-Click method to set up submissions that occur repeatedly, whether weekly, monthly, quarterly, etc. Templates can be named based on user's preference.

View your order history

Conveniently view a summary of your order history, gathering valuable insights into your account activity. Need to change an order? Please submit a [Change Request](#) form.

Currently viewing order history for: IDEXX, BioAnalytics - ALL

Show From: Last 90 Days Filter By Status: All Only Show Named Submissions [Place an Order](#)

		Submission Name	Status	Confirmation No.	Last Changed	Service Count	Sample Count	Shipping Date	Submitter	Case Numbers	Created By	Submission Created Date	
Continue	Clone				04/16/2026	0	1		BioAnalytics IDEXX		Robyn Myles	04/16/2026	Delete
Continue	Clone		Incomplete		04/02/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	04/02/2026	Delete
Continue	Clone		Incomplete		04/02/2026	0	0		BioAnalytics IDEXX		Erin Stump	04/02/2026	Delete
Continue	Clone		Incomplete		04/01/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	04/01/2026	Delete
Continue	Clone		Incomplete		03/30/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/30/2026	Delete
Continue	Clone		Incomplete		03/24/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/24/2026	Delete
Continue	Clone		Incomplete		03/24/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/24/2026	Delete
Continue	Clone		Incomplete		03/23/2026	0	1		BioAnalytics IDEXX		BioAnalytics IDEXX	03/23/2026	Delete

IDEXX BioAnalytics



CONTACT OUR TEAM OF EXPERTS

Client Support Services

Email: idxxbioanalytics-europe@idexx.com



EUROPE LAB DELIVERY ADDRESS

IDEXX GmbH
IDEXX BioAnalytics
Im Moldengraben 65
D-70806 Kornwestheim
Germany

