

Important Message Concerning your IDEXX Accounts

As a valued customer, we would like to work closely with you to ensure minimal disruption to your IDEXX account as a result of a potential Canada Post labour disruption. Outlined below are two specific areas where we can offer alternatives to Canada Post.

Alternate Methods of Invoice Delivery

If you currently receive a paper copy of your IDEXX invoice, please consider one of the following convenient alternative methods for delivery:

1. **Invoice Gateway** (online billing)
2. **Electronic copy of invoice via email**
3. **Fax copy of invoice**

To enroll in Invoice Gateway, go to idexx.ca/billing. To enroll in our email billing service, or to request a fax copy of your invoice, contact our Customer Support team at customersupportcanada@idexx.com or 1-800-667-3411, option 1, option 1, option 4.

Invoice Payment

Customers are still required to pay their invoices during any disruption in mail delivery. If you currently send payment by regular mail, here are four easy ways to pay your IDEXX invoice without using Canada Post:

1. **Invoice Gateway** (see above for enrollment)
2. **IDEXX Autopay program**
3. **Electronic Funds Transfer (EFT)**
4. **Credit card**

To learn more about IDEXX Autopay or EFT payments, or to make a payment by credit card, contact Customer Support at customersupportcanada@idexx.com or 1-800-667-3411, option 1, option 1, option 4.

We thank you for your loyalty and appreciate your understanding. Please do not hesitate to contact us with any questions.