

IDEXX Online Orders

How do I find products to order?

Browse by category on the left side of the page, and then click a category to see a list of items. Select the ones you want, enter quantities, and then click the cart at the top of the page to begin check-out.

You can also use the search field at the top of the page to search by product number or description.

What happens after I place an order?

After you place an order, you will receive a confirmation email summarizing the order information. When the order ships, you will receive a shipment confirmation email that contains tracking information.

How does free shipping work?

IDEXX offers free shipping on all IDEXX companion-animal products, with two-day delivery (in the contiguous United States) on all in-house laboratory supplies. All other products ship free within 3 business days, unless combined with an in-house laboratory product order, when two-day delivery will apply. Orders placed Friday–Sunday ship on Monday.

How can I track my shipment?

To track a shipment, select **Track shipments** from the **My orders** menu at the top of the page. Find the order in the list, and then click the **View/Track** link. On the next page, click the truck icon under **Tracking information** to see the tracking details.

What does “Call to order” mean?

Some products cannot be ordered online. If you see “Call to order” on a product page or within a list of products, you must contact IDEXX directly to order the product. For contact information, click the **Call to order link**, or click **Contact us** at the bottom of the page.

Is there any way to save an order and finish it later?

To save an order, click the **Save for later** button at the bottom of the Create order page. To complete the order later, select **Saved orders** from the **My orders** menu at the top of the page.

How can I quickly reorder an item?

The three products your practice orders most often are displayed in the middle of the home page. Just enter a quantity for an item, and click **Add to order**.

To see more items, select **Frequently ordered products** from the **Reorder options** menu at the top of the page. You'll see a list of all supplies you ordered in the last 6 months, ranked by quantity. In the top right, you can filter the list by time period or product type. To reorder a single item, enter a quantity, and then click the **Reorder** link. To reorder multiple items, select their check boxes, update their quantities, and then click **Add all selected items to order**. Click the cart at the top of the page when ready to check out.

How can I view my order history?

To view your order history, select **Order history** from the **My orders** menu at the top of the page. You'll see a list of all orders you've placed. You can filter the list by order status or creation date.

Can I schedule automatic orders?

There are two ways to simplify your orders and automate ordering:

1. Create a Favorite Order

A Favorite Order is a template you create that can contain any products you choose.

To create a Favorite Order, select **Favorite Orders** from the **Reorder options** menu at the top of the page. Click the **New Favorite Order** button, give the order a name, and then search for and select the products you want to include. You can enter quantities now or wait until you place an order.

To place an order based on the template, go to the **Favorite Orders** page, select the order in the list of Favorite Orders, and then click the **Order now** link. Add, delete, or update the items as needed.

When you're ready to check out, click **Next**.

Tip: You can easily create a new Favorite Order anytime, just click **Add to Favorite Orders** while checking out to save your order as a new Favorite Order.

2. Create a Scheduled Order

A Scheduled Order sends your products automatically, according to a frequency you select.

To create a Scheduled Order, select **Scheduled Orders** from the **Reorder options** menu at the top of the page. Choose the order frequency and the day of the week that items should arrive, and then click **New Scheduled Order**. Choose the date of the first shipment, give your scheduled order a name, choose the products and quantities, and then click **Next**. Review your order details and click **Submit order**.

To make changes to a Scheduled Order or to an individual shipment, go to **Scheduled Orders** again. To skip the next shipment, find the order in the list of Scheduled Orders, and click the **Skip next shipment** link. The Skip option is available until 3 days before shipment. To change the content of the next shipment, click the **Update shipment online** link. This link appears only during the 3 days right before shipment. To change the overall schedule, to change the products and quantities, or to delete the order entirely, click the **Edit** link.