



We are making important changes to the IDEXX Petly® Plans billing process that will give you more flexibility in the way you pay for plan fees. **This change is effective June 1, 2018.**

### What exactly does this mean?

As of today, Petly Plans fees are deducted from your bank account automatically using ACH direct debit. Moving forward, you will receive a monthly invoice from IDEXX that includes all Petly Plans fees from the previous month. This statement will include a payment due date and a summary of the following charges:

- New plan enrollment fees
- Monthly plan fees
- Sales tax (if applicable based on individual state laws)

### What do I need to do?

Most important, you need to be aware and prepared for this change. Your first invoice will be created in early June and will be due on July 25. IDEXX offers multiple ways to pay your invoice. Please review the following and select the option that is most convenient for you:

1. **Online management with Invoice Gateway** gives you enhanced security and functionality to view, print, sort, search, and download invoice data into your accounting package. You can choose when you'd like to pay your invoices using your Visa®, MasterCard®, American Express®, or electronically through your bank checking or savings account.
2. **Direct debit** provides a secure connection between your IDEXX account and your practice's checking or savings account. Your entire balance due will be deducted on the 25th day of each month. Enrolling is easy. Simply complete the form at [idexx.com/directdebit](http://idexx.com/directdebit) and email it back to us at [process&solutions@idexx.com](mailto:process&solutions@idexx.com) and an IDEXX account specialist will take care of the rest.
3. **Autopay via credit card** ensures that your balance gets paid after the end of a month. For example, charges through December 31st would be processed on the second business day of January. To enroll, call 1-800-814-1147.
4. **Pay via credit card over the phone.** Call 1-800-814-1147. You should have your IDEXX account number accessible when calling to make a payment via phone.
5. **Pay by check.** You can mail your payment. Just include the remittance stub from your invoice to ensure prompt processing and allow time for delivery. Send payment to this address: IDEXX Distribution, Inc. PO Box 101327, Atlanta, GA 30392-1327.

If you have questions about the new process or the fees on your first bill, please call us at **1-844-878-3738** or email [support@petlyplans.com](mailto:support@petlyplans.com).

Thank you for your business,

Kristina Lambert  
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