

## PDIC Payment FAQ – County Offices and NCDA & CS

### **When do I pay?**

Pay by cash or check when you drop off the sample. Please include a check with shipped samples. Make checks payable to NCSU. Please do not send cash through the mail.

### **Can my office be billed?**

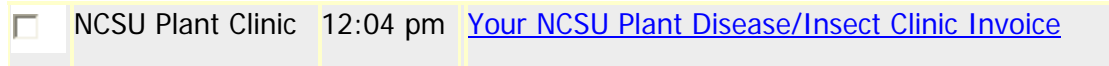
Yes. Unpaid services will be invoiced on a monthly basis. The PDIC will bill the county extension / NCDA & CS office by default, unless the office indicates that another party is to be billed. When submitting your sample information in the on-line system, you will be prompted to select the party responsible for payment. This is a required field, so there is little chance of confusion.

### **Can my office set up an escrow account?**

Unfortunately, the clinic is not structured to accommodate escrow arrangements.

### **How will I be billed?**

The PDIC sends out billing monthly. Agents / Agronomists will receive an email invoice. The email will look like this:



A copy of the invoice, mailing address, links to your report, and any other outstanding bills with our lab are displayed when link is accessed. Those who did not supply an email address to our lab will receive an invoice through the U.S. mail.

### **Do I have to pay for additional testing services such as ELISA and BIOLOG?**

The fee is all inclusive. Any in-house diagnostic tests determined by the diagnostician to be necessary for accurate diagnosis are done at no additional charge.

### **If I submitted an inadequate sample and was told to submit a follow-up sample, do I have to pay another fee?**

If we request additional material and it is sent promptly, there is no extra charge. Please reference the original sample number when submitting.

3/23/2010