Customer Portal - Account Login

To access the online Customer Portal, go to the lab's home page and click "Account Login" button in the upper right corner.

If you re an existing user, enter your username and password and click login. If the password is unknown, you can recover it.

New User

- To register your account, you will need your account number (found on your monthly statement), the main email on file with the lab, and the main phone number on file with the lab.
- If you receive an error messae saying the information does not match, you may contact the lab for assistance in setting up a username and password.

For questions, please contact Jane Hartner at 763-398-0615 or Lois Jaszewski at 612-836-5214.

Customer Portal - Accounting

NDX accepts ACH/eCheck or Credit Card payments electronically via the Customer Portal.

To Make a Payment:

Go to Accounting in top menu or click on the make a payment icon. If you wish to have an auto payment setup, please contact the lab directly.

1. Select the payment type by checking Credit Card Payment or eCheck Payment
2. If you have a card or check on file with the lab, you can check use credit card/eCheck on file and your information will populate
3. If no payment information on file enter in the following
    a. Credit Card
        i. Card Type
        ii. Card Number
        iii. Expiration Date
        iv. Verification code
        v. Validate the Billing name and address, update as needed
    b. eCheck
        i. Routing Number
        ii. Account Number
        iii. Authorized By
        iv. Validate the billing name and address, update as needed
4. Now select what invoices to pay
    a. Selected Invoices (you choose what to pay)
    b. Pay Balance Due now
    c. Pay this amount – this will pay the oldest balance first
5. Click Process Payment

View Balances & Payments

- Click on Accounting and then View Balances and payments
    - This will show you what your aging summary is
    - The recent activities
    - As well as show you the payments and credits
      - Click on a reference number and you can see the distribution of the payment.

View Statements

- Click on View statements to bring up a list of the previous statements sent by the laboratory.
- Click on the icon to the left of the period from column to view and reprint statements.

Customer Portal - Cases

You have the ability to view current and past cases sent to the lab as well as submit a new case (RX).

Submit RX

1. Click on Submit RX icon or click cases in menu bar and submit RX
   a. **General Case Information Needed**
      i. Select the Doctor you are submitting the case for from the drop down menu - **REQUIRED**
      ii. Patient First Name - **REQUIRED**
      iii. Patient Last Name - **REQUIRED**
      iv. Add Shade if known
      v. Enter in the requested return date
      vi. Add any notes you would like the lab to see
      vii. Click forward to products button or click on product instructions
   b. **Product Instructions**
      i. Select the RX Type
      ii. Select the RX Category
      iii. Select the RX Product
      iv. Enter in preferences as necessary
      v. Click forward to file upload or click on file upload. You may skip this if not submitting any electronic files (pictures, scans, etc.)
   c. **File Upload**
      i. You may upload all but CT Scans to send to the lab via the customer portal
         1. Select the category of file
         2. Browse files and select the file to upload
         3. Repeat as necessary
      ii. Click Forward to Review & Submit button or select review & submit
   d. **Review & Submit**
      i. Validate the information is correct, make changes as necessary
      ii. If you would like to add more product click on the plus sign next to Add another product
      iii. Once finished, check the box above the verbiage to accept financial responsibility for the case and understand that the pricing and dates are estimates.
      iv. Save Case

Customer Portal - Cases

View Cases

1. Click on View Cases in menu bar or on the view cases icon on home page
2. You can view the status of the case, the estimated ship date
3. Print Invoices by clicking on the icon next to the tracking column.
4. You may have a tracking number present, if shipped via UPS or FedEx, you may click on the link and it will open up the corresponding carrier and provide tracking information.
5. You may also filter any of the columns by entering a value in the boxes at the top.
6. This version also allow you to export reports in Excel or Word for you usage

Customer Portal - Ordering Supplies

You have the opportunity to order supplies such as boxes, RXs, bags, etc. from the lab using the customer portal.

After logging into the corresponding lab, click on Contact Lab in menu bar, then select Order supplies.

The supplies available are present, click on the item and drag to the right to the order cart. Once all the supplies you are requesting are in the cart, click on order supplies.

Please note, the lab may choose to send a different amount than listed.

Customer Portal - Pickups

You may schedule a pickup via the Customer Portal by clicking schedule pickup or clicking pickups in the top menu bar.

For Same Day local pickups or rush pickups, contact the lab directly.

Once on the View Pickups Screen,

1. Click on Submit RX icon or click cases in menu bar and submit RX
1. Click on the Plus sign next to Schedule Pickup
   a. This will default to the method the lab has setup for you (FedEx, UPS, or if local to the area, local pickup)
2. Enter in the Pickup Date
3. Pickup From and To Times
4. Enter the # of packages
5. In the comments input who is requesting and any special notes.
6. Click Request Pickup
   a. If FedEx or UPS the carrier will be dispatches to your office to pick up the package
   b. If Local, the lab will dispatch the driver accordingly