

Receiving Results, Charges, and Final Monthly Invoices from TVMDL's CoreOne System

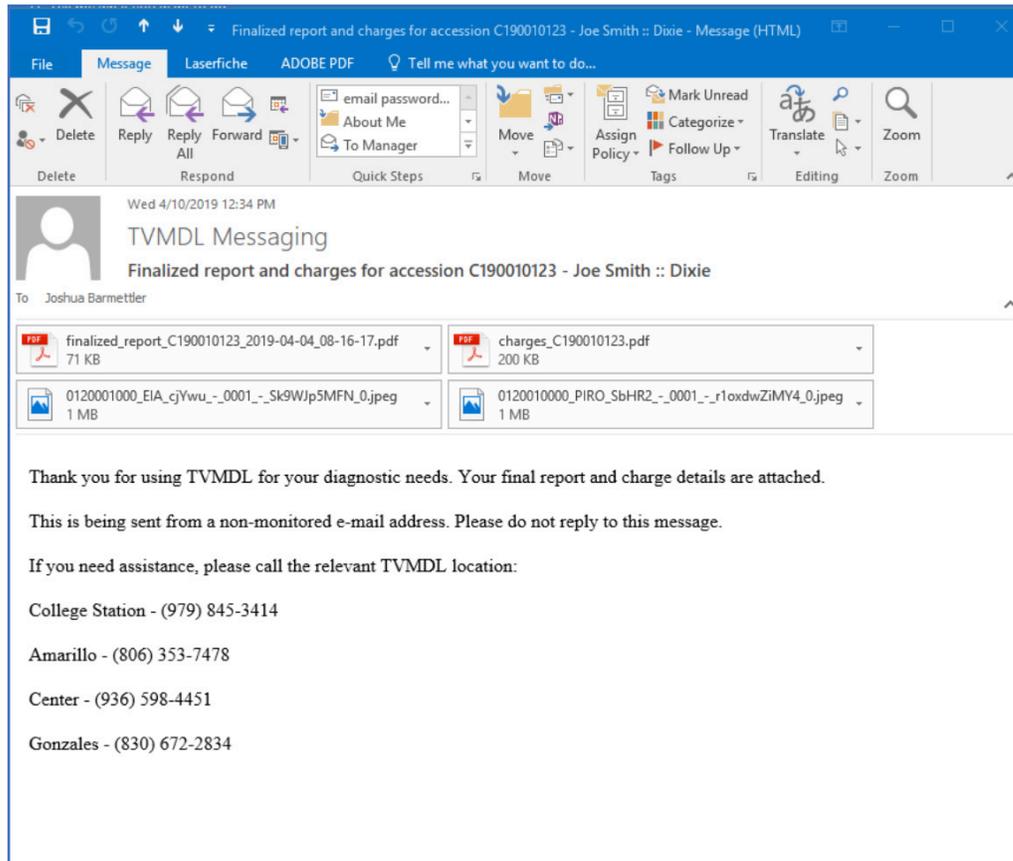
The Texas A&M Veterinary Medical Diagnostic Laboratory (TVMDL) is committed to providing its clients with reports in a quick and efficient fashion. To accomplish this goal, TVMDL communicates via email with clients, based upon their preferences for reporting and billing contacts.

In addition to email, TVMDL also provides a portal where clients can view reports, see statement invoices and history, and make payments. The TVMDL client portal can be accessed at **lims.tvmdl.tamu.edu**. If you are already an existing client contact, you can use your email address to login. The TVMDL client portal is available 24 hours a day, 7 days a week, providing you quick and easy access to all reports. Soon the portal will also include documents from our legacy LIMS.

What is the Email Address TVMDL sends Reports and Invoices from?

All emails from TVMDL will come from **messaging@tvmdl.tamu.edu**.

What will the Emails Look Like?



The subject line will describe the type of email from TVMDL and what documents you can expect to be attached. Any reports or invoices will be attached to the email as a PDF file. Any additional documents that were requested or required for the test type will also be sent as an attachment in JPEG format. A list of contact numbers for all the TVMDL laboratories will be included in the email. If you have a question please contact these laboratories and do not reply to the message. The TVMDL messaging email is an unmonitored email address.

Types of Emails from messaging@tvmdl.tamu.edu and What They Mean:

Reports and Charges Combined

Sent to individuals listed as both a Reporting Contact and a Billing Contact

Format of the Email Subject Line

Finalized report and charges for accession <TVMDL Accession Number> - <Owner Name> :: <Animal Name/ID>

Example: Finalized report and charges for accession C190010123 - Joe Smith :: Dixie

Purpose

You will get this email after an accession has been finalized and results are ready to report, a preliminary result has been published and is ready to report, or a change has been made to a report you have already received. Included in this email will be an itemized invoice with a description of what test(s) have been ordered, the cost of those tests and the overall cost of the accession. In addition, there is a finalized report and any supplemental attachments that may be required or that have been requested for the case, such as regulatory forms. Please note that the invoices are in PDF format and will require a PDF viewer to open and the supplemental attachments are in a JPEG format and will require a JPEG viewer to open.

Report Only

Sent to individuals listed as Reporting Contact only

Format of the Email Subject Line:

<Report Type> report for accession <TVMDL Accession Number> - <Owner Name> :: <Animal Name/ID>

Examples:

Finalized report for accession C190010123 - Joe Smith :: Dixie

Preliminary report for accession C190010123 - Joe Smith :: Dixie

Amended report for accession C190010123 - Joe Smith :: Dixie

Purpose:

You will get this email after an accession has been finalized and results are ready to report, a preliminary result has been published and is ready to report, or a change has been made to the report you have already received. Included in this email will be the report and any supplemental attachments that may be required or that have been requested for the case, such as regulatory forms. Please note that the finalized reports are in PDF format and will require a PDF viewer to open and the supplemental attachments are in a JPEG format and will require a JPEG viewer to open.

Charges Only

Sent to individuals listed as Billing Contact only

Format of the Email Subject Line

Charges for accession <TVMDL Accession Number> - <Owner Name> :: <Animal Name/ID>

Example: Charges for accession C190010123 - Joe Smith :: Dixie

Purpose

You will get this email after an Accession has been finalized and results are ready to report. Included in this email will be an itemized listing of charges with a description of what test(s) have been ordered, the cost of

the test(s) and the overall cost of the Accession. Please note that charges are in PDF format and will require a PDF viewer to.

Final Monthly Invoice

Sent at the beginning of the month to the individual(s) listed as a Billing Contact

Format of the Email Subject Line:

Final Monthly Invoice: <Month and Year>

Example: Final Monthly Invoice: March 2019

Purpose:

Included will be a summary of any current charges for your account. Within this attachment you will find the accession number attached to the charge, the total cost of the accessions, dates that charges are due and a total amount due. Please note that the Final Monthly Invoices are in PDF format and will require a PDF viewer to open.

What Should I Do If I Am Not Receiving My Emails from TVMDL?

Given the nature of the kinds of emails TVMDL sends, it is possible that emails sent from TVMDL could be marked as Spam or Junk Mail by email filters. If you check the Spam and/or Junk Mail folders and find messages from **messaging@tvmdl.tamu.edu**, you can “Whitelist” the email to make sure it always get sent to your inbox and not the Spam/Junk Mail folder. This process varies depending on the email service you are using. Please reference the email software for these methods.

If you check the Spam and Junk Mail folders and there are no messages from TVMDL, please contact your email provider or internet service provider (ISP). Ask them to check their email filters for anything from **messaging@tvmdl.tamu.edu**. An important piece of information for your ISP is that while the emails are signed by **tvmdl.tamu.edu**, they are mailed by **amazon-ses.com**. With this information, your ISP should be able to release any email caught in the filter and whitelist the **messaging@tvmdl.tamu.edu** address as a trusted email.

If you have any issues or questions, please contact TVMDL for further assistance.

What is the TVMDL Client Portal?

The TVMDL Client Portal is your one-stop website for testing and financial information. This portal is located at **lims.tvmdl.tamu.edu**. On the portal you can create submissions and order tests before sending in your samples, check the progress of your submissions, view finalized results and supplemental documents, see charges from TVMDL for your account, and make secure, online payments.

Viewing Reports and Charges on the TVMDL Client Portal

View Finalized Reports and Attachments

Steps to View the Reports and Attachments in the Client Portal:

1. Open a web browser and go to **lims.tvmdl.tamu.edu**
2. Click the Submissions Tab on the menu
3. Click on the Lab Complete Tab
4. Select the view icon () for the accession you are wanting to view
5. Under Attachments, select the green download icon () to save and open any attached files for the case including the finalized report

View and Save Charges

Steps to View Charges and Save Charges in the Client Portal:

1. Open a web browser and go to lims.tvmdl.tamu.edu
2. Click the Charges Tab on the Menu
3. To View a charge, Select the view icon () for the Charge you are wanting to view
4. To Download an invoice, Select the PDF icon () for the Charge you want to save
 - a. This will open the PDF in a new window/tab where you can save the PDF from

Make a Payment

Steps to Make a Payment on the Client Portal

1. Open a web browser and go to lims.tvmdl.tamu.edu
2. Click the Home Tab on the Menu
3. Under Current Balance, enter the payment amount and hit the Make Payment button.
4. A new window will open, enter your card information and hit the Pay TVMDL Now button when you're finished