

# PDIC Payment FAQ

## **When and how do I pay?**

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

## **Are you able to accept credit or debit cards?**

No

## **Can I set up an escrow account?**

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

## **If I do not provide payment with the sample, when and how will I be billed?**

The PDIC sends out billing monthly. All clients who provided an email with the original sample submission will receive an invoice from us that looks like this:



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

## **If I am billed, when is payment due?**

Payments on account are due within 30 days of billing. We reserve the right to refuse future services to holders of overdue accounts.

## **If I am a university employee, or former employee, do I still need to pay?**

Regardless of your affiliation with NC State University, if you submit a sample that is not directly related to your NC State activities, you must pay the fee. If you are submitting a sample directly related to your work at NCSU, the fee is waived.

## **What is the charge for NCSU research samples?**

We diagnose individual NCSU research samples free of charge. If you need the PDIC staff to assist you in diagnosing large batches of research samples, please discuss your needs with Dr. Barbara Shew, Director of the PDIC.

## **Do I have to pay for additional services, e.g. virus or nematode testing?**

The fee is all inclusive. All 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.