

Important Update – Transnetyx Switch to Direct Billing – Effective March 25, 2025

Starting March 25, 2025, Transnetyx will transition to direct billing for their automated genotyping services, eliminating the need for centralized billing. This update streamlines the payment process, enabling labs and researchers to manage their payments directly with Transnetyx.

Key Information for Labs:

- **Billing Transition Date:** March 25, 2025
- **Payment Methods Available:**
 - Blanket Purchase Orders (PO)
 - P-Cards (Credit Cards)

What You Need to Do:

1. **Secure a Blanket Purchase Order (PO):**
 - **Timeline:** Between **Feb 1, 2025** and **March 20, 2025**, labs should work with their purchasing departments to secure a blanket PO.
 - **How to Proceed:**
 - Once your PO is approved, email the number to your Transnetyx representative: Kristin Uyl (kuyl@transnetyx.com) or Megan Grotts (mgrotts@transnetyx.com).
 - They will update your account with the PO, ensuring it's set as your default method of payment.
 - This will ensure that all future billing goes to Stanford Accounts Payable.
2. **Alternatively, Use a P-Card (Credit Card):**
 - If your lab prefers to use a credit card, you can call Transnetyx's billing department at **888-321-2113** to provide your card details securely.

How to Place an Order with Transnetyx:

Once your account is updated, you can continue placing orders through your Transnetyx account:

1. Log in to your Transnetyx account and select **Quick Order**.
2. Choose your **service level**, complete the **strain selection** section, and enter your **Wellplate number**. Then, click **Next Step**.
3. Add **unique sample names** for each sample, save, and proceed.
4. Finalize your order by verifying all information and selecting your **payment method**. Click **Finalize**.

Once your order is submitted, you will receive an email confirmation of your order completion.

Additional Resources:

- **Instructional Video:** [View here](#) to guide you through the ordering process.
- **Need Help?** Contact your Transnetyx representative at **(888) 321-2113** or visit the [Transnetyx website](#) for more information.

What Labs Need to Know:

- The **last day** for centralized billing will be **March 24, 2025**.
- Communication about this transition will begin in **mid to late January 2025**. Make sure your lab is prepared!
- Any issues or questions can be addressed by Kristin or Megan at Transnetyx, who are happy to schedule a virtual meeting or phone call to walk you through the new process.

Communication with Labs:

The Stanford Comparative Medicine Department, in partnership with Transnetyx, is committed to ensuring a smooth transition to direct billing. The goal of this change is to streamline the payment process, making it easier for labs to manage their transactions directly with Transnetyx.

Rest assured, this transition will not affect sample submission procedures. You can continue shipping your samples using the TAGCenters as usual, and there will be no changes to your current account.

Please reach out to Kristin or Megan for any assistance in securing your blanket PO or for questions regarding the transition. They are always available to help you navigate the process smoothly.

We look forward to continuing our partnership with Transnetyx and supporting the important research at Stanford University!