Clients have historically been able to search and filter to see what invoices need to be paid or have been paid by selecting an invoice status on the search invoices page; however, now ISU VDL clientele can easily pay any outstanding invoices on the Client Web Portal via credit card or check.

This new feature allows clients to easily filter for specific invoices by typing any keywords into the Site, Owner, Clinic, Veterinarian, or Reference fields found at the top of the page which allows ISU VDL clientele to pick and choose which invoices they want to pay giving greater flexibility for their specific billing needs. PDF copies of individual invoices can also be downloaded to your personal computer and saved and/or printed for any future needs.

To pay with a credit card, users will click on “Pay Invoices” under the Invoices tab. Once you have selected the invoices you want to pay, click pay by credit card at the bottom of the screen. You will then be directed to a secure platform, Touch Net, where you can enter your credit card information and finish the payment process. You can print a confirmation of your payment or see all invoice transactions on the past credit card payments tab.

To pay by check, users can select a number of invoices to create a statement of remittance. These statements will need to be printed and then mailed in with the check. All statements of remittance can be found on the past check ledgers tab if needed.

We encourage you and/or your staff to watch the ISU VDL Web Portal training modules for a full tutorial of the functionality of our Client Web Portal (https://vetmed.iastate.edu/vdl/web-based-tools). If you have any additional questions about paying your invoices online, please contact ISU VDL Client Services at 515-294-1950 (Dr. Katie Woodard or Jordan Kraft) or ISU VDL Billing at 515-294-1950 (Chris Lee or Kris Wilson).