

External Customer Management

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General Workflow

New External Customer Survey:

<https://redcap.vanderbilt.edu/surveys/?s=MCK4W898MPAYTDPJ>

We recommend the following workflow when working with external customers.

- 1- External Customer approaches core to request services.
- 2- Core Manager sends “New External Customer Survey” link to customer to gather general information.
- 3- Customer completes survey.
- 4- Email notification sent to VUMCcores@vumc.org with survey PDF attached.
- 5- OOR Support Team forwards to Core manager + Administrator Officer & Financial Analyst.
- 6- Core reviews survey response and prepares research core service agreement (if applicable).
- 7- Core sends instructions to customer on setting up iLab account.
- 8- Core notifies VUMCcores@vumc.org if project will proceed. OOR Support Team will:
 - a. Core Module Pricing Panel: Add institution and assign price type
 - b. iLab Institutional Page: Add institution and assign Workday Customer ID
- 9- OOR notifies core once step 8 is completed.
- 10- Core adds “PO” number to core site.
 - a. Customer should provide the preferred billing number. This can be an official PO or simply a reference number to be included on the invoice. If the customer does not have a preference, the core can assign a reference number at their discretion.
- 11- Cores enters charges as work is completed. (Note, executed agreement required in most situations before services are provided to an external customer)

Research Core Services Agreement Overview

A Research Core Services Agreement is a standard agreement used to establish basic terms and conditions for cores that serve external customers. This agreement is required for (1) all international customers; (2) all external customers where the project cost exceeds the core’s specified financial risk threshold; and (3) all external project timelines exceeding 6 months. It is strongly encouraged for all other external customers. A purchase order is not an acceptable substitute for a research core service agreement.

Research Core Service Agreement Workflow

Please download the most recent service agreement template from the Office of Research website.

<https://www.vumc.org/oor/vumc-core-administration>

- 1- Core Manager drafts core services agreement using details from the customer survey and adds the service quote to the SOW section. Core signs the VUMC Core Lab Manager line on page 1.
- 2- Core submits agreement to the OOR Administrative Team.
 - a. OOR AO will conduct an initial review to ensure no changes have been made to the template, all required information is entered, and the quote includes the correct pricing.
 - b. OOR will then sign the VUMC Core Lab Business Administrator line on page 1 and return signed agreement to the core manager.
- 3- Core submits agreement to external party for review and signature.
 - a. Customer should provide a copy of their W9 when returning the signed agreement.
 - b. The external signer must include their title in the signature section.
 - i. This individual should have signing authority for their organization. The signer is typically not the same person as the external PI.
 - c. External Party returns signed agreement to core manager including a copy of the external organization's W9.
- 4- Core submits partially executed agreement to OOR Administrative Team.
- 5- If there are no changes to the standard template, the Office of Research can execute the agreement. Submit to Jessie Pirtle – The executed copy will be returned to the core administrator.
 - a. Core Administrator will provide a copy of the executed agreement to the core manager.
 - b. Core manager should provide a copy of the executed agreement to the external party.
- 6- If there are changes to the standard template, OOR Administrative Team will submit in PEER for negotiations and execution between VUMC Office of Contracts Management and the external party. Once executed, VUMC OCM will provide an executed agreement to all parties (VUMC core manager, OOR, and external party).

Scientific/ Academic Justification Statement: This statement is required when providing services to any **commercial or non-domestic organization**. The core is responsible for drafting the statement. The customer should not be asked to provide this statement.

- This requirement is related to our UBIT (Unrelated Business Income Tax) reporting documentation.
- Provide a short statement that justifies how this project is relevant to VUMC's academic or research mission.
- **VUMC Mission Statement:** *Through the exceptional capabilities and caring spirit of its people, VUMC leads in the delivery of exemplary health care, improving the lives of individuals and communities regionally, nationally and internationally. We combine transformative educational programs, compelling scientific discoveries, and distinctive personalized care to achieve this goal.*

iLab System: New External User Setup

External User Registration Options: External users have the option to register directly in iLab. If core prefers to set up external user account on behalf of the external user, the core can create the customer account.

- Option 1: Ask user to register directly in iLab (<https://vumc.corefacilities.org>)
- Option 2: The core will register directly on behalf of the external user. Use the details from the “New External Customer Survey” to complete registration process.

Before registering a new user, verify the user does not already have an existing account.

To see if an account exists, attempt to add a PO.

- 1- Open the Purchase Orders tab in your core’s module.
- 2- Click “+ New Purchase Order” button.
- 3- In the “Who are you creating this purchase order for?” box enter the external customer’s name.
 - a. Important: Uncheck the “Search for Current customers only” box.
 - b. TIP: Try searching by last name, first name & try searching by first name last name.
- 4- **If name appears, the user has an account.** Skip to step 2 for instructions on how to create the PO.
- 5- **If name does not appear, the user does not have an account.** Continue with the following instructions to register on behalf of the external user. Or ask the user to register on their own directly in iLab.

Complete the iLab Registration Process

STEP 1: Register on behalf of the external PI

- 1- Log out of iLab. On the log-in screen, select **sign-up**.
- 2- Under “**Not a Vanderbilt University Medical Center user? (no VUNet ID)**” – Click the **register hyperlink** to create a new account.
- 3- Complete the **Start** section. Enter the **External PI’s email address**. Follow all remaining prompts.
- 4- Complete the **Personal Information** section with the PI Information.
 - a. List the **PI’s name** and phone number in this section.
 - b. Enter the external institution’s name.
 - i. If the organization does not already exist, (Create new) will display beside the institution name.
 - c. Select “**Principal Investigator**” as the primary role.

The screenshot shows the 'Personal Information' step of the registration process. At the top, there are four tabs: 'Start', 'Personal Information', 'Group Associations', and 'Billing Information'. The main heading reads: 'You are requesting access to the Vanderbilt University Medical Center's service centers.' Below this, there are several input fields: 'First Name', 'Last Name', and 'Phone Number'. There are two dropdown menus: one for 'I am affiliated with the following institution' with the placeholder 'Please type the name of your institution', and another for 'What is your primary role at the above?' with the placeholder 'Please select a role'. At the bottom right, there are three buttons: 'Cancel', 'Back', and 'Continue'.

- 5- Complete the **Group Associations** screen.
 - a. If the institution is new for iLab, “Create New Group...” will pre-populate for the lab group name.
 - b. The PI First name, last name, email address, and phone number will pre-populate.
 - c. Answer **YES** to the “**Is there another person in you lab who helps manage lab memberships, fund assignments, and spending approval?**” question.
- 6- After selecting “**Yes**”, the **Financial Administrator’s** details section will display. (**This is the billing contact**).
 - a. The invoice will be sent via email to the Financial Administrator email address.
 - b. Note: “Your Group’s Name” will pre-populate.
- 7- Complete the **Billing Information** screen.
 - a. Enter the billing contact details again on this screen.
- 8- Click **Complete** to submit. A confirmation message will display.

VUMC Core Manager add the PO for the external customer.

Core managers are authorized to add purchase orders for most external users.

It typically takes at least 24 hours for iLab to create an external account. The PO cannot be created until the external account registration request is processed by iLab.

Core Manager should not create an account or PO (external billing number) for following institutions. Contact the Office of Research for help assisting these users.
(VUMC) Vanderbilt University Medical Center
(VU) Vanderbilt University
(VA) Veteran Affairs

Add an External Billing Number (Purchase Order):

- 1- Open your core's iLab Site: Navigate to the **Purchase Orders** tab.
- 2- On the right, click the **+ New Purchase Order** button. A new purchase order window will display.
- 3- Purchase Order Details:
 - a. Uncheck the **search for current customers only** box.
 - b. **Enter the name of the PI** in the search box and chose the correct user.
 - c. **Click Proceed.**
- 4- Complete the remaining fields on the PO tab:
 - a. **Number:** Enter the customer's assigned PO or billing reference number.
 - b. **Name:** Enter the description of the PO (if available)
 - c. **Initial Amount:** Unless otherwise specified, use a large amount (i.e., 100000000)
 - d. **Expiration Date:** Unless otherwise specified, expire the PO one year from current date. (Always select the last calendar day of that month).
- 5- Click **Save & Approve** button.
- 6- Allow the system a few seconds to refresh. The newly created PO will appear at the top.

TROUBLESHOOTING: If the PI name does not display in step 3 – the user's iLab registration request has not been processed. If it's been more than 2 days, submit an iLab support ticket.

Notify the Office of Research (OOR) of the new External Customer

This is a required action. The OOR must activate the external organization per core facility to enable the core to charge services to the customer.

- 1- Email VUMCcores@vumc.org and provide (1) Organization Name & (2) PI Name.
 - a. On the PO tab, click the **Request name**. The contact's details will display – toggle open the Billing info. Provide a screenshot of this information to the OOR.

- 2- The OOR will add the external organization to the core's pricing panel and assign the price type.
 - a. If this step is not completed, pricing will not display when the core attempts to charge the customer.

- 3- The OOR will add the external organization to the VUMC institutional administration page and assign the Workday Organization ID.
 - a. Organization only needed to be added to this section one-time. If another core has already requested this organization – Do not add it again.

- 4- The OOR will also ensure iLab activates the invoices link view by adding the organization name to the iLab Smartsheet.
 - a. If this is not completed, the customer will not be able to search for invoices directly in iLab.

- 5- The OOR will send a confirmation email once institution is activated.

Troubleshooting External User Registration Issues

External Organization & iLab ID Integrations: You may receive an error message if the user's institution has an ID integration with iLab. To resolve, submit an iLab ticket to activate the user's account. **Copy PI on the ticket.**

Recommended Ticket Message:

The VUMC core group (insert core name) will be providing core services to the following external user. When attempting to register, the system indicates the user's home institution is already integrated with iLab and asks for institutional credentials.

Create an iLab account and Lab Group for the user. The user is copied on this ticket.

- PI Name:
- PI Email Address:

Also add a Financial Contact to this lab group. The invoices for this lab should be sent to the following financial contact:

- Financial Contact Name:
- Financial Contact Email:

Issue Finding the External User Account: If you receive an error stating an account with the user's email address already exists, try creating a PO. If you cannot find the user when you create a PO, submit an iLab ticket to resolve. **Copy the PI on the ticket.**

Recommended Ticket Message:

The VUMC core group (insert core name) will be providing core services to the following external user. When attempting to register, the system indicates that "This email address is already associated with an iLab account". When attempting to find the account to add the purchase order, there is not a lab group with this PI's name.

Create a Lab Group for the user. The user is copied on this ticket.

- PI Name:
- PI Email Address:

Also add a financial contact to this lab group. The invoices for this lab should be sent to the following financial contact. Please set this user as the 'lab primary contact'.

- Financial Contact Name:
- Financial Contact Email: