

Core Managers: Refunds

Questions? VUMCCores@vumc.org

iLab Refund Overview

Refunds can be issued on **final invoices** only. To issue a refund, the core must navigate to the invoices list view and open the invoice.

If a customer requests a correction of billing number on invoice:

- If the customer provided the billing number billed the core should not issue a refund. The customer will need to work with their department administrator to correct the activity with a journal entry outside of the iLab system.
- If the core billed a number in error. The refund process should be used to refund the activity. The core will then need to re-bill the core fees to the correct billing number.

How to submit a refund:

Step 1- Navigate to the invoice.

1. In the left-hand navigation menu, select the **'invoices'** option.
2. The **invoices list view** will display all of the core's invoices.
 - a. To narrow the list, invoices can be filtered through the panel located to the left of the invoice list.
3. After navigating to the invoice, click the **magnifying glass** to open the invoice.

The screenshot displays the 'iLab Solutions' interface for viewing invoices. The left-hand navigation menu includes options like 'home', 'communications (0)', 'core facilities', 'reporting', 'manage groups', and 'my labs'. The main content area is titled 'Invoices' and shows a list of 24 invoices. The table columns are: Created On, Core, Owner, Payment Numbers, Price Types, Total Cost, Status, and Approval Status. A filter panel on the left allows for filtering by keywords, total cost, owner, owner institution, cores, labs, billing event, payment number, price types, external, approved by, approval status, status, invoices sent, receive hard copy, dispute status, detached, and refunds. Two callout boxes provide instructions: one points to the filter panel, and another points to a magnifying glass icon in the 'Approval Status' column.

Step 2- Issue the refund.

1. After opening the invoice, **hover over the charge** that needs to be invoiced to **display the refund icon**.

Back to Core Billing Event Mark as paid Hide details Show details


VANDERBILT UNIVERSITY
MEDICAL CENTER

Invoice No. C-790044
Final Invoice
Invoice Date November 23, 2016
Lab Admin (VA-TVHS) Lab
Payment No. 9999992222

From: Core 4 (DEMO) To: Admin (VA-TVHS) Lab | April Cribbs

[show additional contacts](#)



Invoice Total \$43.51

| Invoice Details | | | | | | | |
|-----------------------------------------------------------------------|----------------------------------|-------------------------|-----|------------|-----------|-----------------------|---------------------------------------------------------------------------------------|
| DATE | ITEM DESCRIPTION | PMT.# | QTY | PPU | STATUS | TOTAL | |
| ▼ Request: C(DEMO)-HM-32 Start: November 23, 2016 Owner: Henry Morgan | | | | | | | |
| November 23, 2016 | Sample Requisition - 1st Aliquot | 9999992222 | 1.0 | \$43.51/ea | Completed | \$43.51 |  |
| Actual cost: \$43.51 | | Projected cost: \$43.51 | | | | Invoice cost: \$43.51 | |

Invoice Total \$43.51

Powered by iLab Solutions

Notes

- For core 
- For customer 

Hover over the charge line to display the refund icon.

2. Once the **refund icon** is clicked, a **“Create a Refund”** menu will display.
 - a. **Select the reason** for the refund for tracking purposes from the drop down menu.
 - b. **Enter the quantity** of the charge that needs to be refunded.

3. Click **‘Initiate Refund’** to complete the process.

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VANDERBILT UNIVERSITY
MEDICAL CENTER

Invoice No. C-790044
 Final Invoice
 Invoice Date November 23, 2016
 Lab Admin (VA-TVHS) Lab
 Payment No. 9999992222

From: Core 4 (DEMO) To: Admin (VA-TVHS) Lab | April Cribbs

[show additional contacts](#)

Invoice Total

Invoice Details

| DATE | ITEM DESCRIPTION | PMT.# | QTY | PPU | STATUS | TOT |
|-----------------------------------------------------------------------------|----------------------------------|-------------------------|-----|------------|-----------|--------|
| ▼ Request: C(DEMO)-HM-32 Start: November 23, 2016 Owner: Henry Morgan | | | | | | |
| November 23, 2016 | Sample Requisition - 1st Aliquot | 9999992222 | 1.0 | \$43.51/ea | Completed | \$3.51 |
| Actual cost: \$43.51 | | Projected cost: \$43.51 | | | | |

Invoice Total

Powered by iLab Solutions

Notes

For core

For customer

Create a refund

Refund Reason

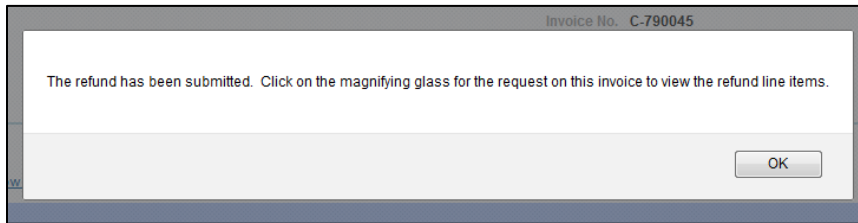
Refund Quantity (1.0 available to refund)

Initiate Refund

Create a refund by (1) selecting a refund reason and (2) entering the quantity to refund.

Click **Initiate Refund** to complete the refund process.

4. Click **OK** on the refund notification box.



5. Once the **Initiate Refund** process is completed, the refund icon will remain on the refunded line item as a visual indicator that a refund has been entered for the charge.
 - a. The customer and department administrator will be able to access the request and view the refund icon and summary.
6. It is recommended to include **refund comments** that display on the invoice and reporting. This will help the customer understand the refund and be used as documentation for the core.
 - a. **To record refund comments**, click the **magnifying icon** on the Request line on the invoice.
 - b. The system will then display the project.
 - c. Find the refund line, click the **pencil icon**.
 - d. **A free text field will open**. Enter any applicable comments.
 - e. Click the **green checkmark** to save the changes.

Refund Billing Notes

1. The **refund will be automatically included** in the core's next billing event.
2. Refunds will appear on a **separate invoice** from any new charges.
3. The notes fields at the bottom of the invoice do not display in reporting. To record comments that display in reporting, follow step 6 above to record refund comments.