

Core Managers: Refunds

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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.

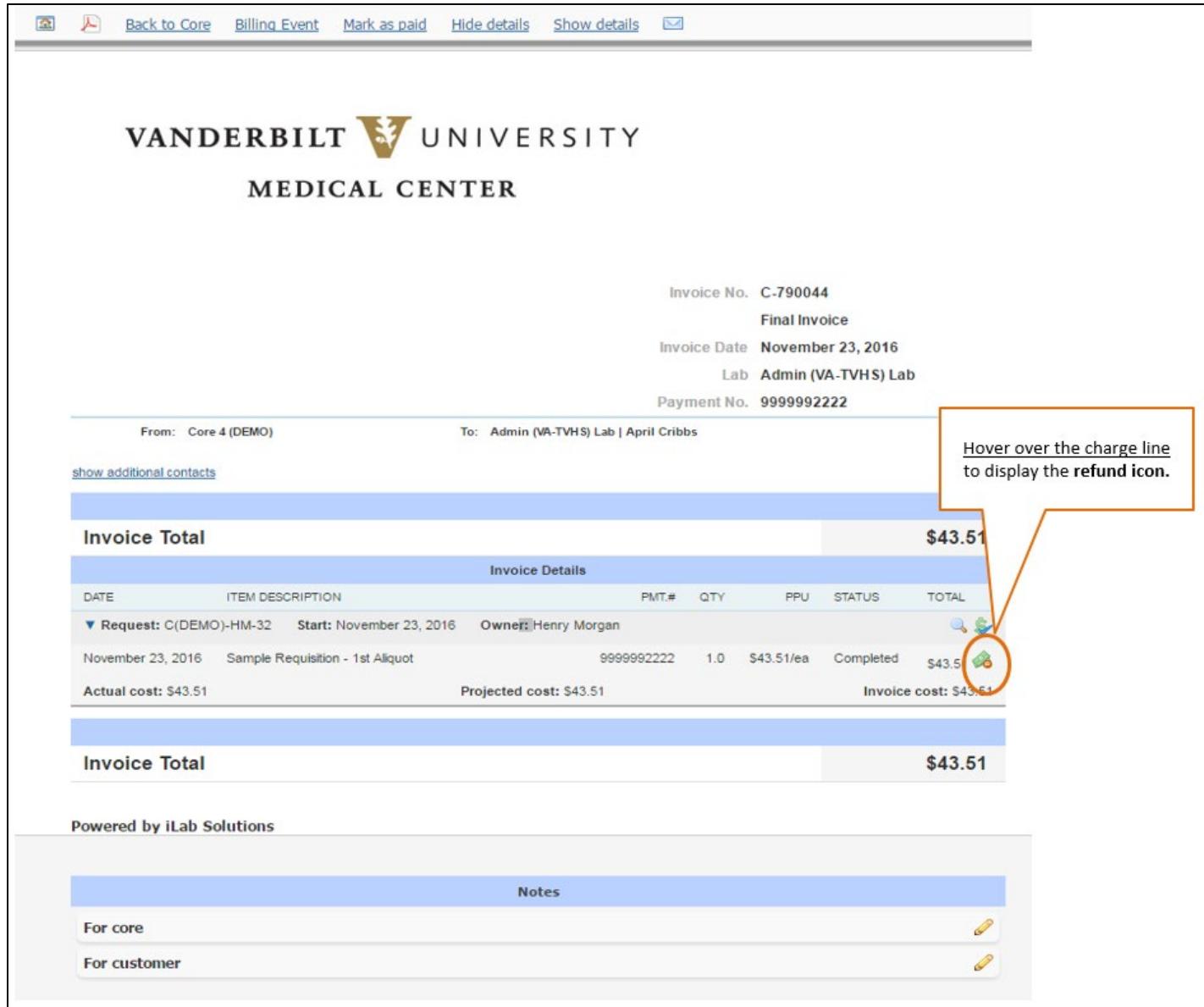
2. Use the filter panel to narrow the list of invoices.

2. Click the magnifying glass to open the invoice.

Created On	Core	Owner	Payment Numbers	Price Types	Total Cost	Status	Approval Status
Nov 23 '16	Core 4 (DEMO)	April Cribbs	1040667777	External not for profit	\$24.00	Not Yet Paid	not required
Nov 23 '16	Core 4 (DEMO)	Brenda Biltrey	9999992222	External not for profit	\$43.51	Not Yet Paid	not required
Nov 23 '16	Core 4 (DEMO)	Anthony Tharp	1285556060	External vu	\$23.53	Not Yet Paid	not required
Nov 21 '16	Core 4 (DEMO)	Brenda Biltrey	42811abc	External vu	\$240.00	Not Yet Paid	not required
Nov 21 '16	Core 4 (DEMO)	Penny Investigator	4283331234	External vu			
Nov 21 '16	Core 4 (DEMO)	April Cribbs	9999992222	External not for profit			
Nov 02 '16	Core 4 (DEMO)	Brenda Biltrey	42811abc	External vu			
Nov 02 '16	Core 4 (DEMO)	April Cribbs	9999992222	External not for profit			
Nov 02 '16	Core 4 (DEMO)	April Cribbs	1040667777	External not for profit	\$120.00	Not Yet Paid	not required
Nov 02 '16	Core 4 (DEMO)	April Cribbs	1040667777	External not for profit	\$48.00	Not Yet Paid	not required
Nov 02 '16	Core 4 (DEMO)	Anthony Tharp	1285556060	External vu	\$500.00	Not Yet Paid	not required
Nov 02 '16	Core 4 (DEMO)	Anthony Tharp	0TEST123456789	External vu	\$100.00	Not Yet Paid	not required
Nov 02 '16	Core 4 (DEMO)	Mahi Sato	1234567890	Internal	\$270.00	Not Yet Paid	not required
Oct 13 '16	Core 4 (DEMO)	April Cribbs	1040667777	External not for profit	\$49.20	Not Yet Paid	not required
Oct 12 '16	Core 4 (DEMO)	April Cribbs	1285556060	External vu	\$250.00	Not Yet Paid	not required
Oct 12 '16	Core 4 (DEMO)	April Cribbs	9999992222	External not for profit	\$950.00	Not Yet Paid	not required

Step 2- Issue the refund.

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



The screenshot shows an invoice from Vanderbilt University Medical Center. The header includes the university logo and the medical center name. Below the header, the invoice details are listed: Invoice No. C-790044, Final Invoice, Invoice Date November 23, 2016, Lab Admin (VA-TVHS) Lab, and Payment No. 9999992222. The contact information shows From: Core 4 (DEMO) and To: Admin (VA-TVHS) Lab | April Cribbs. A link to show additional contacts is present. The invoice total is \$43.51. The invoice details table includes columns for Date, Item Description, PMT.#, QTY, PPU, Status, and Total. A note indicates a request for a sample requisition. The total cost is listed as \$43.51. A callout box with an orange border and arrow points to the \$43.51 total, containing the text: "Hover over the charge line to display the refund icon." The bottom section shows a notes area with fields for "For core" and "For customer", each with a pencil icon. The footer is powered by iLab Solutions.

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 

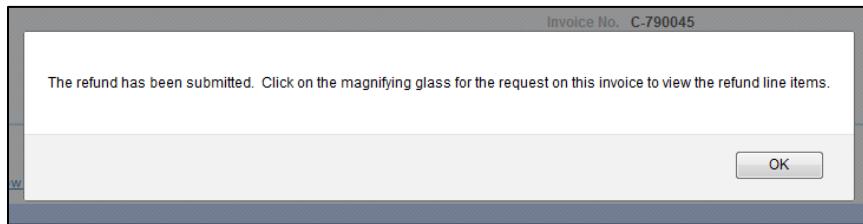
For customer 

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.

The screenshot shows a software interface for Vanderbilt University Medical Center. At the top, there is a navigation bar with links: Home, Back to Core, Billing Event, Mark as paid, Hide details, Show details, and an envelope icon. Below the navigation bar, the Vanderbilt University Medical Center logo is displayed. The main content area shows an invoice for Invoice No. C-790044, a Final Invoice dated November 23, 2016, to Admin (VA-TVHS) Lab | April Cribbs. The invoice details table includes columns for DATE, ITEM DESCRIPTION, PMT.#, QTY, PPU, STATUS, and TOT. A tooltip box with an orange border and arrow points to the 'Create a refund' button in a modal window. The tooltip text reads: "Create a refund by (1) selecting a refund reason and (2) entering the quantity to refund." The modal window has fields for 'Refund Reason' (a dropdown menu with 'Select one' option) and 'Refund Quantity' (a text input field with '1.0' value). An orange circle highlights the 'Initiate Refund' button at the bottom of the modal. Another tooltip box with an orange border and arrow points to this button, with the text: "Click Initiate Refund to complete the refund process." At the bottom of the interface, there are sections for 'Notes' (with 'For core' and 'For customer' buttons) and 'Powered by iLab Solutions'.

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.