VUMC iLab System Common User Questions
Detailed instructions are available on the Office of Research website: https://www.vumc.org/oor/vumc-ilab-application

QUESTION	RESPONSE
How do VUMC investigators activate VUMC billing numbers in iLab (i.e., grant worktag, gift worktag, program worktag, cost center)?	All VUMC billing numbers for VUMC Investigators are activated via a nightly fee from Workday. Department Administrators no longer need to manually key in billing numbers. Grant Worktags are auto assigned to the PI's Lab Group. This assignment is controlled by Workday security and cannot be changed. All other VUMC funds (Cost Centers, Gift or Program Worktags) must be claimed into the PI's Lab Group. Only those with the *department administrator* role can claim the funds into the PI's Lab Group. Detailed instructions are available on the Office of Research website: https://www.vumc.org/oor/vumc-ilab-application.
How do VU investigators activate VU billing numbers in iLab (i.e., VU COA or POET numbers)?	VU billing numbers are activated upon request by the VUMC Office of Research. VU PIs, lab managers, and department administrators can request activation and updates of VU billing numbers by completed the webform on the Office of Research website.

How do investigators activate voucher numbers in iLab?	VICTR vouchers are activated via an overnight feed from the StarBRITE application. If the user that has been awarded the voucher and has a <u>VUMC lab group setup in their name</u>, the voucher will automatically appear.
	
	Since the vouchers represent funding from VICTR or other VUMC sources, a VUMC lab group will need to exist for the individual awarded the voucher.
	
	    VUMC Users: The PI will see the fund in their "VUMC" Lab group. | Example: Smith, Jane (VUMC) Lab
	
	    VU Users: The PI will see the fund in their "VUMC Scholarship & Voucher" Lab group. | Example: Jones, Jake (VUMC Scholarship & Voucher) Lab
	
	If you are unable to view your voucher, contact VUMC Office of Research Support at VUMCcores@vumc.org.

How do investigators activate scholarship numbers in iLab?	Scholarships are activated in iLab by the Office of Research in coordination with the center administrator. Scholarships are core specific. Investigators can only use the scholarship to purchase services from the assigned VUMC Core Facility.

Since the scholarship represent funding from VUMC sources, a VUMC lab group will need to exist for the individual awarded the scholarship.

> VUMC Users: The PI will see the fund in their "VUMC" Lab group. | Example: Smith, Jane (VUMC) Lab

> VU Users: The PI will see the fund in their "VUMC Scholarship & Voucher" Lab group. | Example: Jones, Jake (VUMC Scholarship & Voucher) Lab

If you are unable to view your scholarship, contact VUMC Office of Research Support at VUMCcores@vumc.org. |
| **How do investigators activate Veteran Affairs (VA) funding in iLab?** | The VA Billing numbers are managed centrally by the Office of Research in collaboration with the VA Research Administration. Approved investigators will use an assigned iLab VA Billing Number (999999xxxxx). Note, this is a billing reference number in iLab only. This is not a cost center or worktag in the Workday system.

Since VA funding is external to VUMC, a "VA-TVHS" lab group will exist for the investigator authorized to use VA funds. | Example: Smith, Jane (VA-TVHS) Lab

If you are unable to view your VA Fund Number, contact VUMC Office of Research Support at VUMCcores@vumc.org. |
| **How can an investigator's lab member use the funds available in iLab?** | Lab members must be granted access to the specific billing numbers to request services or reservations directly in iLab.

The VUMC PI or Lab Manager can update access to funds within the PI's Lab Group Module.

VU users should contact VUMCcores@vumc.org to add lab members to the existing VU billing numbers available in VUMC iLab.

VA-funded investigators should contact VUMCcores@vumc.org to add lab members to existing VA fund numbers available in VUMC iLab. |

How do investigators and departments view core charges?	All those with either the PI, Lab Manager, or Department Administrator role can view invoices in iLab. In the left-hand menu, select "Invoices".
How do investigators dispute charges and request refunds?	Disputes are submitted by email to the core manager or contact. The bottom of each invoice will provide the preferred contact email for invoice questions and disputes. If appropriate, the core will issue a refund the following cycle.
When are the charges finalized each month?	All cores must submit a billing event by the last business day of each month. Final invoices are generated once per month on the first business day following the core billing deadline. The VUMC Office of Research finalizes all invoices on the second business day of each new month. The PI or PI delegate should review all core invoices each month. Note, for customers using grant worktags that are expiring – core fees can post within the 90-day close-out period as the service date will display on the invoice documenting that the service was provided during the grant's approved period.