

Core Managers Meeting

September 23, 2013

Agenda

- VA funding issues and Cores
- External Billing and Accounts Receivable – Best Practices
- CORES Functionality Review
- SOP for Data Management

VA-funded investigators

- * Research funding by the VA to VUMC investigators for use of core facilities ended effective April 30, 2013
- * The VA will no longer pay for core services via credit card.
- * The new process requires a contract, and invoicing to the national office in Austin TX.
- * At this time, there is no contract. Timeline is uncertain.
- * PIs with concerns about lack of access to their VA funds should contact Mike Walsh in the the VA research office:
Mike.Walsh@va.gov

External Billing and Accounts Receivable – Best Practices

External Accounts Receivable

Definitions:

Accounts Receivable, or “Receivables”

- Payments owed by external (non-Vanderbilt) customers.

Aging

- Refers to the amount of time past the payment due date for a receivable.

Aging Report

- Report the core manager can run in CORES to show all items that have not been marked paid.

Collection

- The process of following up with customers to ensure payment.

Bad Debt

- An uncollectible receivable is considered bad debt. This expense must be transferred to another cost center.

External Accounts Receivable

CORES – what it can and cannot do:

CORES can be used to process a credit card payment on a receivable amount.

- This generates a transaction that will be uploaded to the General Ledger.

CORES can be used to record information about other types payments received, such as checks or EFTs.

- This does NOT generate any transactions for the General Ledger.
- BUT it is still an important source of information about the history of payments received.

External Accounts Receivable

Core Responsibilities:

- In general, before performing work for external customers, set up a Research Core Services Agreement.
- Bill promptly when work is completed. Once invoice is generated, send invoice to customer promptly.
- Reconcile payments received with invoice in CORES – it is important to annotate invoices with payment information for later reference.
- If no payment or response is received within 30 -45 days, follow up with customer as often as necessary to ensure payment.
- **Be persistent!** It sometimes takes many emails and phone calls to collect an outstanding payment.
- Respond promptly to OOR and DOF requests for updates on “aging” receivables.

CORES Functionality Review

Setting up new external users

The screenshot displays the VUMC Test 2.2.4 web application interface. At the top, there are navigation tabs: 'Entry', 'Invoice Menu', 'Maintenance Menu', and 'Reports Menu'. A search bar labeled 'Search For Services' is also present. The header area features the Vanderbilt University Medical Center logo and the text 'VUMC Test 2.2.4'. The main content area is divided into two sections: 'Service Core Management' on the left and 'Quick Links' on the right. The 'Service Core Management' section has a dropdown menu open under 'Maintenance Menu', listing various options. A green arrow points to the 'External' option in this menu. The 'Quick Links' section is organized into three categories: 'General', 'Utilities', and 'Reports', each with a list of links.

Entry ▾ | Invoice Menu ▾ | **Maintenance Menu** ▾ | Reports Menu ▾ | Search For Services

Service Core Management

- Center Number Search
- Core
- External**
- Item
- Job
- Message
- Order Template
- Project
- Recurring Order Template
- Resource User Approval
- Resource
- Resource User
- User Permissions
- User

Quick Links

General

- Order Entry
- Unconfirmed Orders (78)
- Reserve Core Device (7)
- Time Entry - Time Sheet

Utilities

- Item Maintenance
- Resource Maintenance
- Search For Services

Reports

- Usage Reports
- Query
- Resource Reservation
- Reservation Schedule

Add External User: Request Form

VUMC Test 2.2.4

This form will submit a new user request to the Office of Research.
Fields in **bold** are required.

Enter the PI's name and
direct contact information

Check the box to deliver
invoice via email

User Account

First Name: Fakey

Middle Name:

Last Name: McFakerton

Suffix:

Email: fakey.mfakerton@madeup.com

Deliver Invoice via Email?

Phone Number: 555-555-5555

Fax Number:

Invoice Address

Select the company name from the drop-down menu

Company: The Feinstein Institute for Medical Research

First Name: Admin

Last Name: Assistant

Address: 1234 Imaginary Lane

City: Bradford

State/Province: Ontario

Country: Canada

Zip: 123 CAN

Phone Number: 951-123-456

Email Address: billing.email.contact@madeup.com

Enter the name, USPS mailing address, and contact info for the person who should receive the invoice

If the company does not exist on the drop-down menu, please contact the OOR

Upon saving, the submission will be sent to the OOR to be reviewed and processed.

- Most new users will be approved within the business day.
- CORES will send a notification email to the core manager once the new user account is active for billing.

Considerations:

The information you enter will be the information that populates on the address block of the invoice.

Therefore, please verify:

- Names and email addresses are spelled correctly
- Valid phone number
- Company name corresponds with the email address

Once invoices are generated, you can manually send the invoice to your external customer and track your payments and receivables via CORES

The screenshot shows the Service Core Manager Portal interface. At the top, there are navigation menus: 'Entry', 'Invoice Menu', 'Maintenance Menu', and 'Reports Menu'. A search bar labeled 'Search For Services' is also present. The 'Invoice Menu' dropdown is open, showing 'External Invoices' as a link. A green arrow points from this link to the 'Quick Launch' section. The 'Quick Launch' section contains a form with a 'Module' dropdown set to 'Order Entry', a 'Last Name or Center Number' input field, and a 'Search' button. To the right, the 'Quick Links' section is divided into three categories: 'General' (Order Entry, Unconfirmed Orders (3), Reserve Core Device (102)), 'Utilities' (Item Maintenance, Resource Maintenance, Search For Services), and 'Reports' (Usage Reports, Query, Resource Reservation, Reservation Schedule).

Check the boxes to email and/or print the invoice for collection

Beginning Invoice Month: August 2013
 Ending Invoice Month: August 2013
 Status: SELECT ALL
 Customer Name:
 Company Name:
 Invoice Number:

Submit Cancel

Click on "Add Payment" to enter check info or process credit card payment

Email	Print	Invoice Number	Customer Name	Company Name	Invoice Date	Amount	Status	
<input type="checkbox"/> (Check All)	<input type="checkbox"/> (Check All)							
VANTAGE								
<input type="checkbox"/>	<input type="checkbox"/>	CA805131659	Sakwe, Amos	Meharry Medical College	08/05/13	\$0.00	PAID	Show Detail
<input type="checkbox"/>	<input type="checkbox"/>	CA805131663	Shehata, Bahig	Emory University School of Medicine	08/05/13	\$7,335.00	PAST DUE > 30	Add Payment
<input type="checkbox"/>	<input type="checkbox"/>	CA805131669	Luo, Yi	Meharry Medical College	08/05/13	(\$49.50)	PAID	Show Detail
<input type="checkbox"/>	<input type="checkbox"/>	CA805131674	Wu, Ann	Harvard Pilgrim Health Care Inst & Harvard Med Sch	08/05/13	\$6,474.98	PAST DUE > 30	Add Payment
<input type="checkbox"/>	<input type="checkbox"/>	CA805131675	Clark, Brian	Medical College of Wisconsin	08/05/13	\$3,288.00	PAST DUE > 30	Add Payment
<input type="checkbox"/>	<input type="checkbox"/>	CA805131682	Dorr, Kerry	University of North Carolina - Chapel Hill	08/05/13	\$9,252.00	PAST DUE > 30	Add Payment
<input type="checkbox"/>	<input type="checkbox"/>	CA805131683	Baier, Shawn	Metabolic Technologies Inc.	08/05/13	\$7,440.00	PAST DUE > 30	Add Payment
<input type="checkbox"/>	<input type="checkbox"/>	CA805131693	Sakwe, Amos	Meharry Medical College	08/05/13	\$357.00	PAID -CC	Show Detail

Email/Print Invoices Return

Click on the invoice number to view the invoice

Click "Show Detail" to see the existing payment details

SOP for Managing Data Retention Requirements in Core Facilities

Policy on Ownership of Research Data

- Defines institutional and investigator responsibilities related to ownership, sharing and storage of primary research data.
- In general, data should be retained for 7 years.
- **PIs have primary responsibility for archiving and maintaining data.**
- Current policy:
<http://www.vanderbilt.edu/oor/manage/files/VUMC-Policy.pdf>
- Revised policy currently under review and should be finalized in the next 6 months.

DRAFT SOP for Managing Data Retention Requirements - Purpose

- To ensure best practices for cores that provide data management and storage services to PIs
- Refers to original, primary research data
- Cores are not required to provide data management and storage services; may contract with VU ITS BlueArc central repository or other storage options.
- PIs may “opt-out” of such services provided by cores.

Each Core SOP should...

1. Define what constitutes original, primary research data and valuable derivatives.
2. Establish “minimum operational data retention period”.
3. Create a Data Management SOP, which consists of:
 - Minimum data storage period
 - Other storage option
 - Cost of storage options
 - Restrictions of data types
 - Information about alternative storage
 - Others such as export compliance, confidentiality/non-disclosure agreements, patent protection, and IP standards
4. Be reviewed and approved by the Office of Research.

Data Storage and Management Services – Guidelines

- a. Cores should establish minimum operational data retention.
- b. Cores should use best practices to ensure appropriate, safe and accessible data management.
- c. Costs may be charged back to the PI.
- d. Cores should establish a notification process to remind investigator's responsibilities.
- e. Cores should remind PIs deadlines for discarding data.
- f. Cores should document all communications and actions related to data storage.

Next Steps

- Pending: final adoption of the revised Institutional policy for data retention.
- **However, 1995 policy is still in effect.**
- OOR will move ahead to create a template for core SOPs and distribute to all cores.
- Cores should start gathering information for drafting their individual SOPs.
- Goal to have all SOPs reviewed and approved by end of FY14.

Questions?