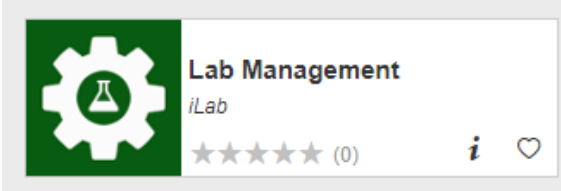
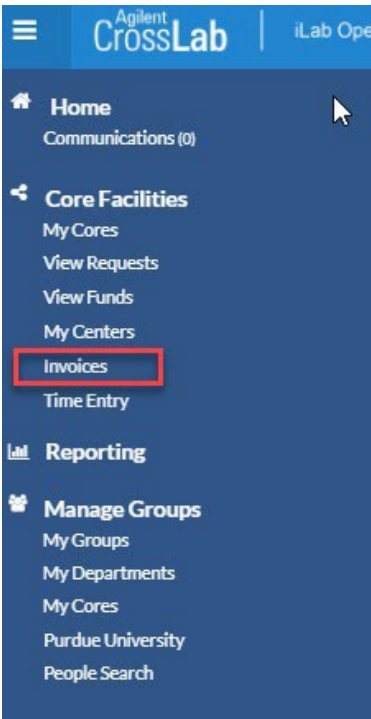
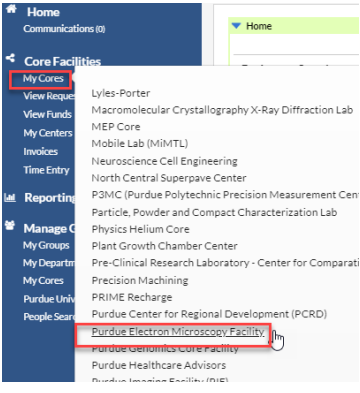
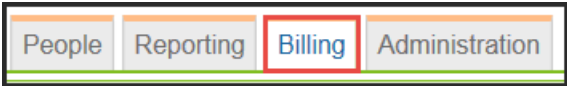








## Process a Refund and New Charge Correction


This document outlines the steps to refund an incorrect charge and create a new correct charge for internal customers.

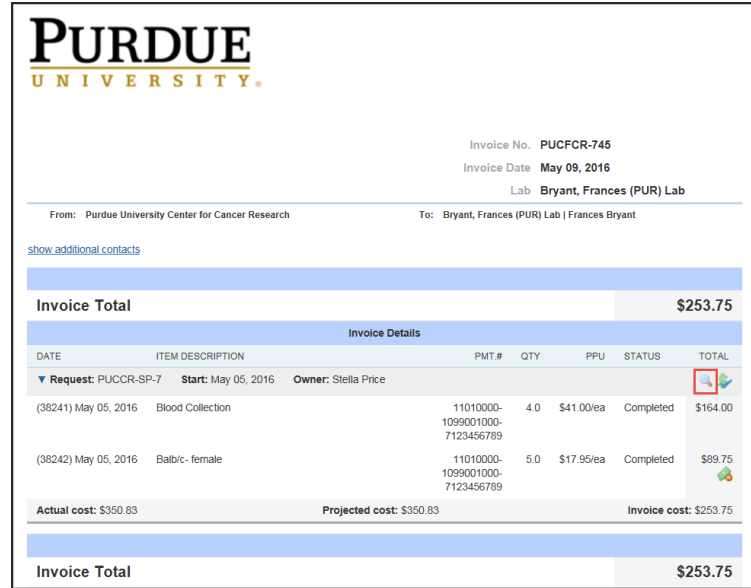
Access iLab	
<p>Go to the iLab solutions site using the direct link or the <a href="#">One Purdue Portal</a> and login using your Boilerkey credentials. Help logging in to iLab using Boilerkey <a href="#">can be found here</a>.</p>	<p><a href="http://purdue.ilabsolutions.com">purdue.ilabsolutions.com</a></p> 
Initiate Refund	
<p>Click <b>invoices</b> to view a comprehensive list of all invoices for the department.</p>	
<p>To view only invoices for a particular billing event, hover over <b>my cores</b> and select <b>desired recharge center</b> where the charge originated.</p>	
<p>Click <b>Billing</b> tab.</p>	

<p>Locate billing event containing charge to correct, click <b>Invoices</b>.</p>	<table border="1"> <thead> <tr> <th>Name</th> <th>Created By</th> <th>Status</th> <th>Date Added</th> <th>Value (if of charges)</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>Purdue Electron Microscopy Facility - correctio</td> <td>Elizabeth Rausch</td> <td>File sent</td> <td>May 10 '19</td> <td></td> <td>Summary <b>Invoices</b></td> </tr> <tr> <td>Purdue Electron Microscopy Facility - April 2019</td> <td>Laurie Mueller</td> <td>File sent</td> <td>May 03 '19</td> <td></td> <td>Summary <b>Invoices</b></td> </tr> <tr> <td>Purdue Electron Microscopy Facility - multiple corrections</td> <td>Elizabeth Rausch</td> <td>File sent</td> <td>Apr 30 '19</td> <td></td> <td>Summary <b>Invoices</b></td> </tr> </tbody> </table>	Name	Created By	Status	Date Added	Value (if of charges)	Actions	Purdue Electron Microscopy Facility - correctio	Elizabeth Rausch	File sent	May 10 '19		Summary <b>Invoices</b>	Purdue Electron Microscopy Facility - April 2019	Laurie Mueller	File sent	May 03 '19		Summary <b>Invoices</b>	Purdue Electron Microscopy Facility - multiple corrections	Elizabeth Rausch	File sent	Apr 30 '19		Summary <b>Invoices</b>																																
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<p>Click  to view invoice.</p>	<table border="1"> <tr> <td>May 09 '16</td> <td>Purdue University Center for Cancer Research</td> <td>PUCFCR-745</td> <td>Bryant, Frances (PUR) Lab</td> <td>Frances Bryant</td> <td>11010000-1099001000-7123456789</td> <td>Internal</td> <td>\$253.75</td> <td>Paid</td> <td>not required</td> <td></td> <td><input type="checkbox"/></td> <td>mark as billed</td> </tr> </table>	May 09 '16	Purdue University Center for Cancer Research	PUCFCR-745	Bryant, Frances (PUR) Lab	Frances Bryant	11010000-1099001000-7123456789	Internal	\$253.75	Paid	not required		<input type="checkbox"/>	mark as billed																																											
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<p>Hover over line to refund.</p> <p>Click  to <b>Initiate refund</b>.</p>	<div style="text-align: center;">  </div> <p>Invoice No. <b>PUCFCR-745</b>          Invoice Date <b>May 09, 2016</b>          Lab <b>Bryant, Frances (PUR) Lab</b></p> <p>From: Purdue University Center for Cancer Research      To: Bryant, Frances (PUR) Lab   Frances Bryant</p> <p><a href="#">show additional contacts</a></p> <table border="1"> <tr> <td colspan="6"><b>Invoice Total</b></td> <td><b>\$253.75</b></td> </tr> <tr> <th colspan="7">Invoice Details</th> </tr> <tr> <th>DATE</th> <th>ITEM DESCRIPTION</th> <th>PMT.#</th> <th>QTY</th> <th>PPU</th> <th>STATUS</th> <th>TOTAL</th> </tr> <tr> <td colspan="7">▼ Request: PUCCR-SP-7    Start: May 05, 2016    Owner: Stella Price</td> </tr> <tr> <td>(38241) May 05, 2016</td> <td>Blood Collection</td> <td>11010000-1099001000-7123456789</td> <td>4.0</td> <td>\$41.00/ea</td> <td>Completed</td> <td>\$164.00</td> </tr> <tr> <td>(38242) May 05, 2016</td> <td>Balb/c- female</td> <td>11010000-1099001000-7123456789</td> <td>5.0</td> <td>\$17.95/ea</td> <td>Completed</td> <td>\$89.75</td> </tr> <tr> <td colspan="2"><b>Actual cost: \$350.83</b></td> <td colspan="2"><b>Projected cost: \$350.83</b></td> <td colspan="3"><b>Invoice cost: \$253.75</b></td> </tr> <tr> <td colspan="6"><b>Invoice Total</b></td> <td><b>\$253.75</b></td> </tr> </table>	<b>Invoice Total</b>						<b>\$253.75</b>	Invoice Details							DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	TOTAL	▼ Request: PUCCR-SP-7    Start: May 05, 2016    Owner: Stella Price							(38241) May 05, 2016	Blood Collection	11010000-1099001000-7123456789	4.0	\$41.00/ea	Completed	\$164.00	(38242) May 05, 2016	Balb/c- female	11010000-1099001000-7123456789	5.0	\$17.95/ea	Completed	\$89.75	<b>Actual cost: \$350.83</b>		<b>Projected cost: \$350.83</b>		<b>Invoice cost: \$253.75</b>			<b>Invoice Total</b>						<b>\$253.75</b>
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<b>Invoice Total</b>						<b>\$253.75</b>																																																			

Add Correct Charge (if you are refunding without a replacement charge, skip to Add Comment step)

**Service**

From invoice, click  to view original request or reservation.



**PURDUE UNIVERSITY**

Invoice No. PUCFCR-745  
Invoice Date May 09, 2016  
Lab Bryant, Frances (PUR) Lab

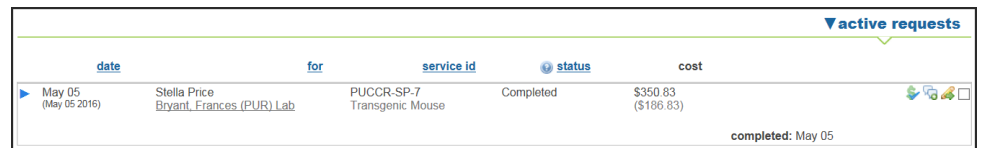
From: Purdue University Center for Cancer Research To: Bryant, Frances (PUR) Lab | Frances Bryant

[show additional contacts](#)

**Invoice Total \$253.75**

DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	TOTAL
Request: PUCFCR-SP-7 Start: May 05, 2016 Owner: Stella Price						
(38241) May 05, 2016	Blood Collection	11010000-1099001000-7123456789	4.0	\$41.00/ea	Completed	\$164.00
(38242) May 05, 2016	Balb/c - female	11010000-1099001000-7123456789	5.0	\$17.95/ea	Completed	\$89.75
Actual cost: \$350.83		Projected cost: \$350.83		Invoice cost: \$253.75		
<b>Invoice Total</b>						<b>\$253.75</b>

The request is displayed.

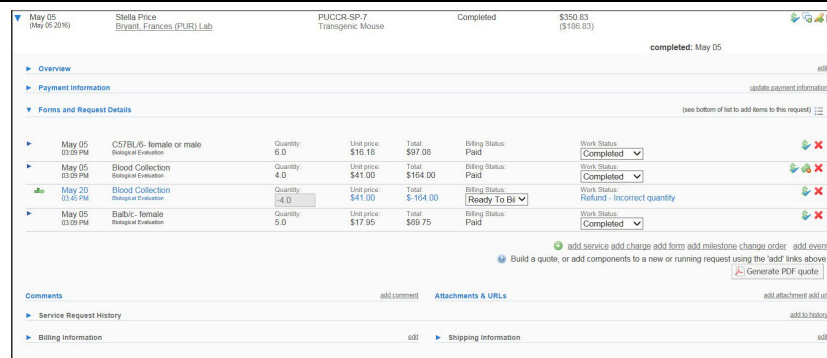


**active requests**

date	for	service id	status	cost
▶ May 05 (May 05 2016)	Stella Price Bryant, Frances (PUR) Lab	PUCFCR-SP-7 Transgenic Mouse	Completed	\$350.83 (\$186.83)

completed: May 05

Click  to view details.



May 05 (May 05 2016) Stella Price (Bryant, Frances (PUR) Lab) PUCFCR-SP-7 Transgenic Mouse Completed \$350.83 (\$186.83) completed: May 05

▶ Overview edit

▶ Payment Information update payment information

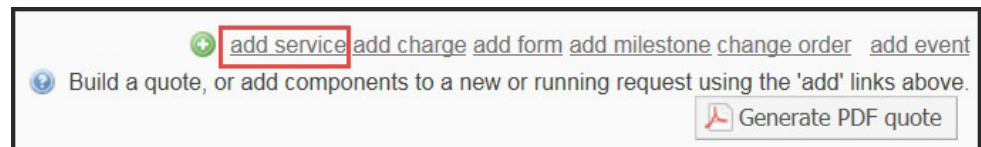
Forms and Request Details (see bottom of list to add items to this request)

Item	Quantity	Unit price	Total	Billing Status	Work Status
May 05 03:09 PM C57BL/6J - female or male Biological Evaluation	0.0	\$16.15	\$97.08	Paid	Completed
May 05 03:09 PM Blood Collection Biological Evaluation	4.0	\$41.00	\$164.00	Paid	Completed
May 05 03:09 PM Blood Collection Biological Evaluation	24.0	\$4.00	\$-164.00	Ready To Bill	Refund - Incorrect quantity
May 05 03:09 PM Balb/c - female Biological Evaluation	5.0	\$17.95	\$89.75	Paid	Completed

add service add charge add form add milestone change order add event  
Build a quote, or add components to a new or running request using the 'add' links above  
Generate PDF quote

Comments add comment Attachments & URLs add attachment add url  
Service Request History add to history  
Billing Information edit Shipping Information edit


Click **add service**.

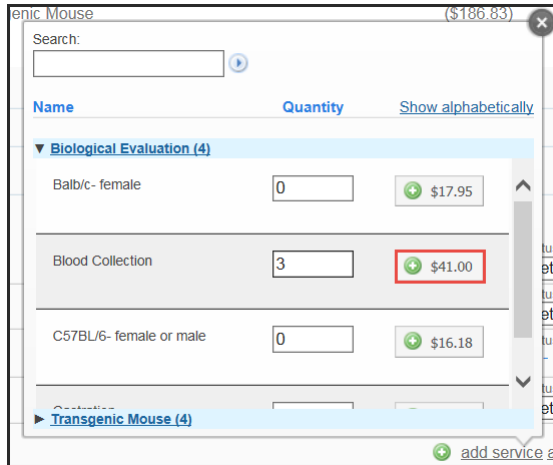


**add service** add charge add form add milestone change order add event  
Build a quote, or add components to a new or running request using the 'add' links above.  
Generate PDF quote

Process a Refund and New Charge Correction

Create new request with correct information.

Click  to add to invoice.



Biological Mouse (\$186.83)

Search:


Name	Quantity	Show alphabetically
<b>▼ Biological Evaluation (4)</b>		
Balb/c- female	0	+ \$17.95
Blood Collection	3	+ \$41.00
C57BL/6- female or male	0	+ \$16.18
<b>► Transgenic Mouse (4)</b>		

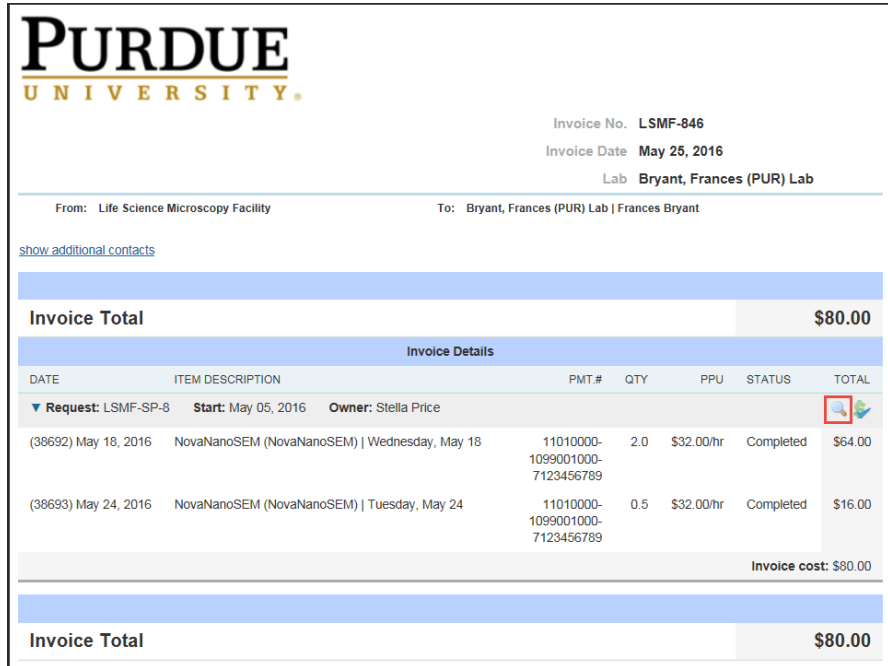
+ add service ad

On newly created charge, change **Billing Status** to Ready To Bill and change **Work Status** to Complete.

May 20 03:57 PM	Blood Collection Biological Evaluation	Quantity: 3.0	Unit price: \$41.00	Total: \$123.00	Billing Status: Ready To Bill	Work Status: Completed
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**Reservation**

From invoice, click  to view original request or reservation.




**PURDUE UNIVERSITY.**

Invoice No. LSMF-846  
Invoice Date May 25, 2016  
Lab Bryant, Frances (PUR) Lab

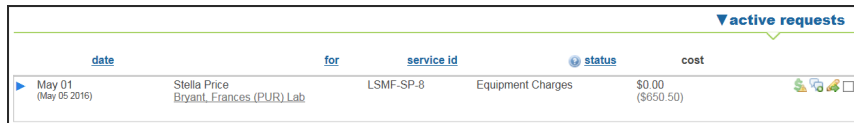
From: Life Science Microscopy Facility To: Bryant, Frances (PUR) Lab | Frances Bryant

[show additional contacts](#)


<b>Invoice Total</b>	<b>\$80.00</b>
----------------------	----------------

Invoice Details							
DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	TOTAL	
<b>▼ Request: LSMF-SP-8 Start: May 05, 2016 Owner: Stella Price</b>							
(38692) May 18, 2016	NovaNanoSEM (NovaNanoSEM)   Wednesday, May 18	11010000-1099001000-7123456789	2.0	\$32.00/hr	Completed	\$64.00	
(38693) May 24, 2016	NovaNanoSEM (NovaNanoSEM)   Tuesday, May 24	11010000-1099001000-7123456789	0.5	\$32.00/hr	Completed	\$16.00	
<b>Invoice cost: \$80.00</b>							
<b>Invoice Total</b>							<b>\$80.00</b>


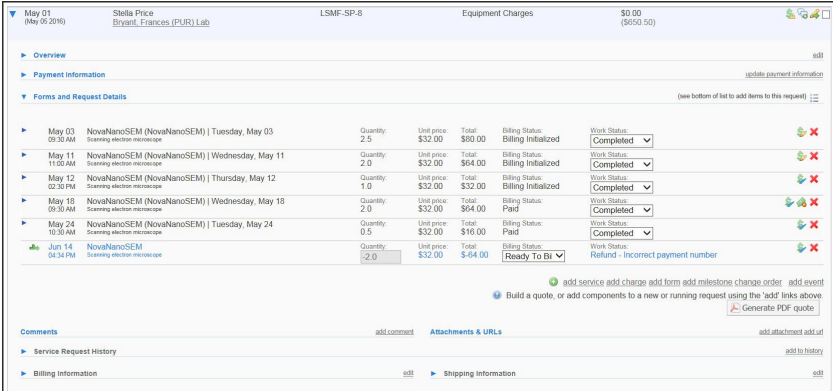
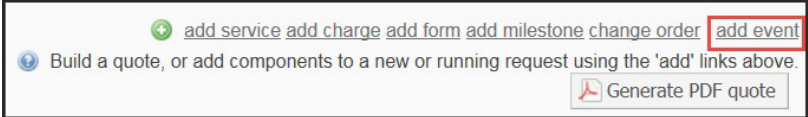
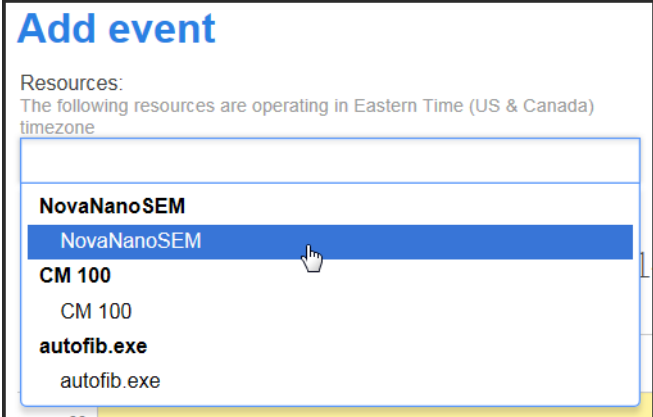
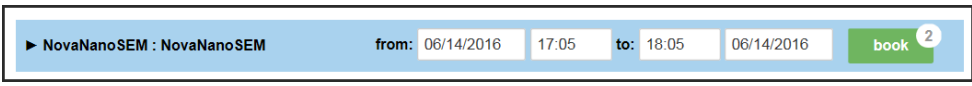
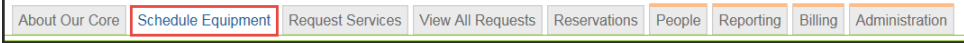
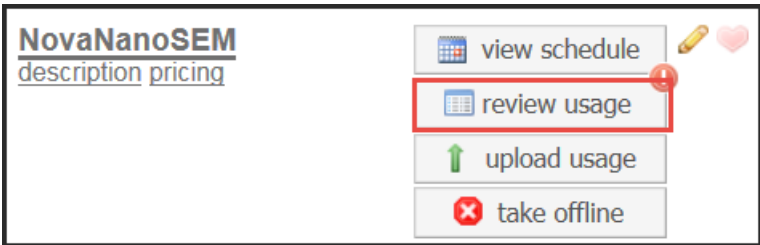
The reservation is displayed.



**active requests**

date	for	service id	status	cost	
May 01 (May 05 2016)	Stella Price Bryant, Frances (PUR) Lab	LSMF-SP-8	Equipment Charges	\$0.00 (\$650.50)	

Process a Refund and New Charge Correction

<p>Click  to view details.</p>	
<p>Click <b>add event</b>.</p> <p>Click <b>add charge</b>.</p> <p>Enter info</p>	
<p>Select <b>Resource</b> from drop-down menu.</p>	
<p>Enter reservation <b>from:</b> and <b>to:</b> details for the correction entry.</p> <p>Click <b>book</b>.</p>	
<p>Click <b>Schedule Equipment</b>.</p>	
<p>Click <b>review usage</b>, located to the right of the equipment name.</p>	

Click **confirm**, to confirm usage for the corrected reservation.

date	person/lab	start	end	
Wed, May 18	Frances Bryant	scheduled	09:30 AM 11:30 AM	no charge: <input type="checkbox"/>
on	Bryant, Frances (PUR) Lab	logged	09:30 AM 11:30 AM	<input type="button" value="adjust"/>
NovaNanoSEM	LSMF-FB-20	billable	09:30 AM 11:30 AM 2.0 hrs	<input type="button" value="confirm"/>

Charge Name: NovaNanoSEM (NovaNanoSEM) | Wednesday, May 18

**Add Comment**

Under **Comments**, click **add comment**.

Include a detailed comment regarding the reason for the correction. Adding a comment is critical in the event of an audit.

**Comments**

Enter **Email content**. This should be a detailed explanation of why the refund was given and new charge added.

Click checkbox to send to the following:

- **Department managers** (Business Office)
- **Principal investigators**
- **Researcher**

Click **Send Message**.

**Financial managers:**

Frances Bryant <fbryant@purdue.ilbax.com> Phone:

**Department managers:**

Bill Researcher <billr@wfu.test> Phone:

Jane Researcher <janer@mssm.test> Phone:

Susan Researcher <susanr@mssm.test> Phone:

**Principal investigators:**

Frances Bryant <fbryant@purdue.ilbax.com> Phone:

**Researcher:**

Stella Price <stella.price@ilabx.com> Phone:

**Core contacts:**

iLab Admin <admin@ilabx.com> Phone:

Additional Email Addresses

**Email content:**

Message(optional):

**B I U ↶ ↷ ☰ ☷**

A quantity of 4 was originally billed, however only a quantity of 3 was used.

Send me a copy of this email:

Click **OK**.

Message from webpage

 Your message has been sent.

**Add Attachment (Correcting Document required for all refunds and new charge corrections)**

# Process a Refund and New Charge Correction

The completed [Correcting Document – iLab](#) must be added to the transaction as an attachment to document the correction. This document must be completed by the business office which manages the account(s) effected by the error. Business manager, Pre-audit and PI (when necessary per [Correcting Document Review Grid](#)-Certifications tab) approval signatures are required. Approvals via email and not on the template must also be uploaded along with the template.

Click **add attachment**.

Click **Browse...** to locate file.

Click **Upload** to attach.

## Create New Billing Event

Click the name of the desired core facility to prepare billing.

Click **Billing** tab.

Click **View Charges**.

All charges that are eligible for billing are displayed.

date	customer	service name	quantity	unit price	total price	billing status	work status
May 23 02:21 PM	Steven Abel	PUCOR-SA-18 Blood Collection Biological Evaluation	Quantity: -1.0	Unit price: \$41.00	Total: \$-41.00	Ready To Bill	Work Status: Refund - incorrect payment number
May 20 03:45 PM	Stella Price	PUCOR-SQ-7 Blood Collection Biological Evaluation	Quantity: -4.0	Unit price: \$41.00	Total: \$-164.00	Ready To Bill	Work Status: Refund - incorrect quantity
May 11 02:55 PM	Frances Bryant	PUCOR-FB-12 (charge) susie 2 target	Quantity: -2.0	Unit price: \$5,000.00	Total: \$-10,000.00	Ready To Bill	Work Status: Refund - incorrect price
May 11 02:16 PM	Luc Mongneau	PUCOR-LM-4 C57BL/6 - female or male	Quantity: -1.0	Unit price: \$16.16	Total: \$-16.16	Ready To Bill	Work Status: Refund - incorrect quantity
May 11 02:16 PM	Luc Mongneau	PUCOR-LM-4 Castration Biological Evaluation	Quantity: -4.0	Unit price: \$41.00	Total: \$-164.00	Ready To Bill	Work Status: Refund - incorrect payment number

Edit criteria to display charges for the appropriate billing period.

**End Date:** Last day of the billing period.

**Event Name:** Auto-populates with name of core.

[Create a New Billing Event](#)

**1. Select which charges to view**

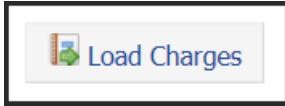
End Date	May 31, 2016
Event Name	Purdue University Center for Cancer Research - May
Include:	all
Group By	lab



**Include:** All (Both internal and external billings can be on the same event.)

**Group By:** Select manner to group included charges.

Click **Load Charges**.



Click to move all charges except for the refund and correction charge(s) from the **included charges** list to the **excluded charges** list.

2. Review and select which charges to include

▼ included charges

date	customer	service id	total	payment number	status	actions
05/23	Steven Abel Abel, Steven (PUR) Lab	PUCGR-SA-18 Blood Collection	-\$41.00 (-1.0 x \$41.00)	Multiple 100.0% 41010000-8000006342 671 1335-3049	Ready To Bill Refund - incorrect payment number	↓ ↑
05/20	Stella Price Bryant, Frances (PUR) Lab	PUCGR-SP-7 Blood Collection	-\$164.00 (-4.0 x \$41.00)	Multiple 100.0% 11010000-1099001000-7123456789	Ready To Bill Refund - incorrect quantity	↓ ↑
05/11	Frances Bryant BryantTest, Frances (PUR) Lab	PUCGR-FB-12 (charge) susie 2	-\$10,000.00 (-2.0 x \$5,000.00)	Multiple 100.0% 41010000-8000014304 501 1063-9005 - 0%	Ready To Bill Refund - incorrect price	↓ ↑
05/11	Luc Mongeau Mongeau, Luc (PUR) Lab	PUCGR-LM-4 CS7/BL6- female or male	-\$16.18 (-1.0 x \$16.18)	Multiple 100.0% 41010000-8000018470 Y12 Noise 3B	Ready To Bill Refund - incorrect quantity	↓ ↑
05/11	Luc Mongeau Mongeau, Luc (PUR) Lab	PUCGR-LM-4 Castration	-\$164.00 (-4.0 x \$41.00)	Multiple 100.0% 41010000-8000018470 Y12 Noise 3B	Ready To Bill Refund - incorrect payment number	↓ ↑

▶ excluded charges

Prior to creating a billing event, review the charges to ensure no errors are present. A line or charge with an error will be denoted with a red flag .

**NOTE:** These errors must either be fixed or those charges with errors must be excluded to successfully create the billing event.

2. Review and select which charges to include

▼ included charges

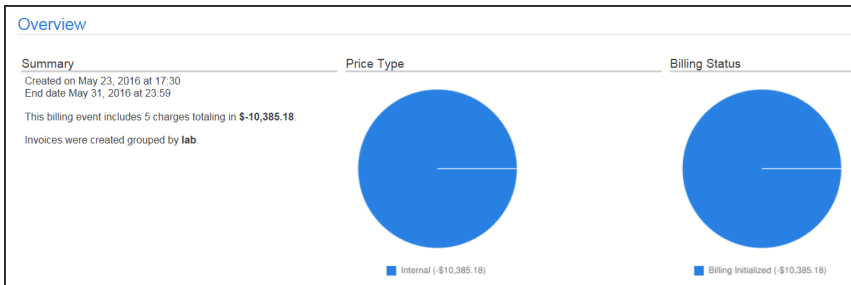
date	customer	service id	total	payment number	status	actions
04/15	Steven Frankel Frankel, Steven (PUR) Lab	PUCGR-SF-6 Blastocyst Injection of ES Cells	\$9,340.00 (1.0 x \$9,340.00)	Multiple 100.0% 21030000-8000018473 Y12 Noise 3C/Cost Share	Ready To Bill	↓ ↑
04/13	Garland Russel Frankel, Steven (PUR) Lab	PUCGR-GR-3 Chromosome Counting	\$380.00 (1.0 x \$380.00)	Multiple <i>No payment info set</i>	Ready To Bill	↓ ↑
04/13	Luc Mongeau Mongeau, Luc (PUR) Lab	PUCGR-LM-4 Balb/C- female	\$53.85 (3.0 x \$17.95)	Multiple 100.0% 41010000-8000018470 Y12 Noise 3B	Ready To Bill	↓ ↑

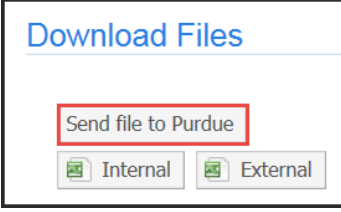
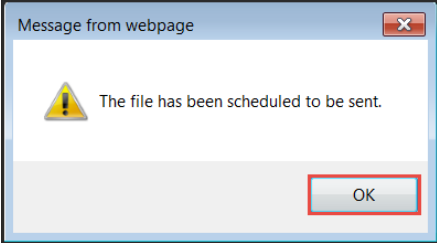
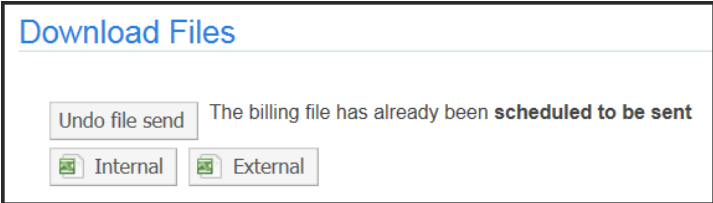
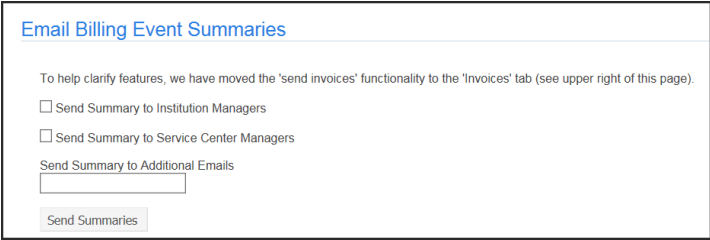
Click **Create** to prepare the file for overnight upload to SAP.

Click **cancel** to discard the billing event.

**3. Save the billing event with all included charges and view invoices**

Overview of the billing event is displayed, summarizing the external vs. internal totals and status.



<p>Click <b>Send file to Purdue</b>.</p>	 <p>The screenshot shows a 'Download Files' section with a 'Send file to Purdue' button highlighted by a red box. Below it are 'Internal' and 'External' buttons with document icons.</p>
<p>Click <b>OK</b>.</p>	 <p>The screenshot shows a 'Message from webpage' dialog box with a yellow warning icon and the text 'The file has been scheduled to be sent.' The 'OK' button is highlighted with a red box.</p>
<p>It is not necessary to <b>Download Files</b>. All billing event files are sent from iLab to SAP in an overnight upload.</p>	 <p>The screenshot shows the 'Download Files' section with a message: 'Undo file send The billing file has already been scheduled to be sent'. The 'Undo file send' button is highlighted with a red box. 'Internal' and 'External' buttons are also visible.</p>
<p>If needed, select an audience to send <b>Email Billing Event Summaries</b> to.</p>	 <p>The screenshot shows the 'Email Billing Event Summaries' section. It includes a note: 'To help clarify features, we have moved the 'send invoices' functionality to the 'Invoices' tab (see upper right of this page)'. There are two checkboxes: 'Send Summary to Institution Managers' and 'Send Summary to Service Center Managers'. Below them is a text input field labeled 'Send Summary to Additional Emails' and a 'Send Summaries' button.</p>