About

About this Guide

This user manual and application guide was developed by the Office of the Vice Chancellor for Research for Core Facility users and administrators.

Sections in this guide may apply only to people with elevated permissions in the Research Support System. If a display looks different or there are fewer options available on your screen, this is normal and indicates that certain functions may not be available to you. If you believe this to be in error, contact the VCR's office.

Frequently Asked Questions

I have questions about my billing statement. Who do I contact?

See the bottom of your billing statement. Each core facility has a point-person for their billing questions.

I used the wrong cost object when creating an appointment. Can the core change it/reverse the charges?

- Before the appointment
  - Yes. Either you or the core can make this change prior to the start of the appointment.
- After the appointment, before billing
  - Yes. The core can make this change prior to billing. Contact the core to give them more details.
- After the appointment has gone through billing
  - No. Contact your project/department's accounting administrators to initiate a journal transfer.

The core entered the wrong cost object when creating an appointment. Can the core change it/reverse the charges?

- Before the appointment
  - Yes. Either you or the core can make this change prior to the start of the appointment.
- After the appointment, before billing
  - Yes. The core can make this change prior to billing. Contact the core to give them more details.
- After the appointment has gone through billing
  - Yes. Contact the core to give them more details.