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 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
Enter the PI’s name and direct contact information

Check the box to deliver invoice via email
Select the company name from the drop-down menu.

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

Click on the invoice number to view the invoice.

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

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?