iLab Solutions – External Customer Management

Step 1- External User Registration.
External Users must register for an iLab account before being able to access the core site in the iLab System.

1. To register, user will need to click the register link under the Not a VUMC or VU user? (no VUNET ID) header and complete the registration form.

2. Full registration instructions are available on the Office of Research website.

Step 2- Notify Office of Research to activate the External User’s institution in iLab

1. Email CoresEmail@vanderbilt.edu or complete the web form

2. VUMC Office of Research will set the pricing group and approve the core to bill to the external institution in iLab.

3. Notes regarding the Indirect Administration Cost Recovery Markup
   a. All Vanderbilt University (VU) investigators will pay the internal VUMC rate without the markup.

   b. Veterans Administration Medical Center customers and Meharry Medical College customers will be charged a 10% markup for all products and services purchased.

   c. All customers from non-VUMC or non-VU academic research institutions or other non-profit research institutions, will be charged a 10% markup.

   d. All customers from external for-profit or foreign institutions, will pay a 60% markup.

Step 3- Provide user with instructions on using iLab.
External users can begin placing orders and making reservations after the user has completed the registration process.

1. User Guides are available on the Office of Research webpage.

2. Please note, all external users will use the PO billing number method in iLab. The PO number can either be an official PO from the user’s institution or it can be any reference number.
Step 4- Core monitors aging report and marks external invoices as paid.

All external invoices are automatically emailed to the user at the end of the month. Cores are responsible for managing the AR for all external invoices.

1. Click **Invoices** in the left-hand navigation menu.

2. Use the **filter panel** to view all unpaid external invoices.

3. Toggle open the **Price Types** filter, and select **External Not For Profit** and **External For Profit** options.
   a. Cores should ignore the payment status for internal VUMC and VU invoices and consider these invoices paid.

4. Toggle open the **Status** filter, and select **Not Yet Paid**.

5. Click **Apply Filters**.
   a. All external invoices that have not been marked as paid will be displayed.

6. **Locate the specific invoice** and click the **magnifying glass** to **open the invoice**.
   a. **TIP:** If needed, use the filter panel to locate the specific invoice.

7. The invoice will be displayed.

8. Click the **yellow pencil** to **add payment notes** to the invoice.

9. **Add the payment notes** to the text box to document the payment received by check or EFT.

10. Click **Save** to save the notes.

11. Click **Marked as paid** to indicate payment has been received.

12. Either **close the invoice page** or click **Back to Core** to exit the invoice view.

13. The invoice status will change to **Paid**.