

How to Request a Service

When to use the Request forms in [Sample Submission and Laboratory Services](#):

The Request forms in this area are for when you have samples in hand and are ready to bring them to the facility. The Services are listed in folders by which facility within the AGTC will be performing the work, the VCC DNA Analysis Facility, the VGN Microarray Facility or the Massively Parallel Sequencing Facility. For information on when to use the Quotes and Project Descriptions, please view the How to Generate a Project Request-Quote Manual.

1. Log in to your iLab account.
2. Click on the Request Services tab. Below the [Sample Submission and Laboratory Services](#) header, click to open the facility that provides the service that you require.

The screenshot shows the iLab Solutions website interface. At the top left is the iLab Solutions logo with the tagline "save money, save time". To the right of the logo is a navigation menu with links: "system upgrades (Feb, 2013)", "leave iLab feedback", "my profile", "support", and "logout Mary Lou Shana". Below the logo is a search bar with the text "Search cores and services..." and a "Go!" button. The main navigation menu on the left includes: "home", "communications (16)", "core facilities", "UVM Advanced Genome Technologies Core", "view requests", "list all cores", "reporting", "manage groups", "my labs", "my departments", "University of Vermont (UVM)", and "people search". The main content area is titled "UVM Advanced Genome Technologies Core" and features a navigation bar with tabs: "About Our Core", "Schedule Equipment/Consult", "Request Services" (highlighted with a blue dashed arrow), "View All Requests", "Reservations", "People", "Reporting", and "Administration". Below the navigation bar is a section titled "Quotes and Project Descriptions" with a sub-header "Add a Service Project Template". The text in this section reads: "All Microarray and Massively Parallel Sequencing projects require a consult with staff of both the appropriate facility and the bioinformatics group. Please fill out this Complex Project & Quote Request to initiate the process. You will be contacted to establish a consult time to discuss the project and then a quote will be generated for the work to be done. If you are interested in doing a project with the DNA Analysis Facility that involves multiple services, or would like to request services not normally provided by the facility, please fill out this Complex Project & Quote Request to initiate the process. You will be contacted to establish a consult time to discuss the project and then a quote will be generated for the work to be done." Below this text are three request forms, each with an "initiate request" button and a pencil icon: "DNA Analysis Request (VCC DNA Analysis Facility)", "Massively Parallel Request (VCC-COM Massively Parallel Sequencing Facility)", and "Microarray Request (VGN Microarray Facility)". Below these forms is a section titled "Sample Submission and Laboratory Services" with a sub-header "Add a Service Template". The text in this section reads: "This is where you place orders when you have samples ready to submit. Open the Folder to see the Service Requests available from each facility." Below this text is a search bar with the text "Search available services:" and a "View: by category | alphabetically" link. Below the search bar are three expandable folders: "VCC DNA Analysis Facility (15)", "VCC-COM Massively Parallel Sequencing Facility (8)", and "VGN Microarray Facility (8)". A blue dashed arrow points from the "Request Services" tab to the "Sample Submission and Laboratory Services" section.

3. You will now see displayed the list of services provided by that facility. Find the service that you are interested in and click on “request service”. If you are unsure of which facility offers the service you want or you are unclear about which request is correct, please contact the facility at 656-2557 for assistance.

Service List

Initiate the request for the service you are interested in. Fill out all information, save your request and then submit the request.

Search available services:

View: [by category](#) | [alphabetically](#)

▼ VCC DNA Analysis Facility (12)

human Cell Line Authentication

Includes gDNA extraction and Genescan Run.

request service
\$57.82 (UVM Subs Idy/Rate)

[Fragment Analysis] - Full 96 well Plate (per plate)

request service
\$62.50 (UVM Subs Idy/Rate)

[Fragment Analysis] - Genescan Run (per injection)

request service
\$2.87 (UVM Internal)

[Gene Expression] - PCR Arrays

request service
\$72.20 (UVM Subs Idy/Rate)

[Gene Expression] - qPCR-Full Service

request service
\$1.44 (UVM Subs Idy/Rate)

[Image Analysis] - BioRad Image Scan

request service
\$4.20 (UVM Subs Idy/Rate)

[Nucleic Acid Extraction] - gDNA Extraction (per sample)

request service
\$9.43 (UVM Subs Idy/Rate)

[Nucleic Acid Extraction] - RNA-cells (per sample)

request service
\$4.95 (UVM Subs Idy/Rate)

[Nucleic Acid Extraction] - RNA-tissue and blood (per sample)

request service
\$13.27 (UVM Subs Idy/Rate)

[Sequencing] - Bulk Sequence (min. 48 samples)

A minimum of 48 samples is required for Bulk Sequence Requests. Submissions MUST be in a 96 well plate and the user is required to combine the template, primer and water.

request service
\$2.99 (UVM Subs Idy/Rate)

[Sequencing] - Cycle Sequence Rxn and Sequence Run

request service
\$2.62 (UVM Subs Idy/Rate)

[Sequencing] - Sequence Run Only

User must complete Cycle Sequencing Reaction and clean the Cycle Sequence products before bringing to the facility.

request service
\$2.24 (UVM Subs Idy/Rate)



4. An order form screen will open. Fill out all information. In some cases this will involve downloading an excel sheet, filling out required information and uploading the completed excel file. The Quantity field which is above the red bar on the order form must be changed to reflect the number of samples. Please follow the instructions on the order form about how to calculate the number for the Quantity field. When completed, click “save the completed form”.

human Cell Line Authentication

Request Name: UVMAGTC-UT-172

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

Jan 13 10:56 AM human Cell Line Authentication VCC DNA Analysis Facility Quantity: 1.0 \$57.82 Billing Status: Not Ready To Bill Work Status: Proposed

View Form: human Cell Line Authentication Not Started

ATTENTION: Please adjust the Quantity above to reflect the number of samples you are requesting for this order.
Samples should be submitted in a 1.5 ml tube. Pellet $0.5-1.0 \times 10^6$ cells, remove the media, and freeze the cells.
Please write # of cells on the tube.
Fill out all information below, SAVE the completed form and then SUBMIT the form.

★ Number of Samples (Should be the same as the Quantity field above)

★ Have these lines been tested in the Facility before?

Sample	Sample Name	Comments
Add 1 row(s)		

Additional Comments

Facility Use Only

Technician

Date Completed

Please save your form!

After saving your form, please submit your request to the core.

The Quantity Field above the red line must be updated to reflect the number of samples

Required fields are indicated by *

Click on the button to add rows and fill out table information

- If you have more than one chart string available for use, use the pull-down menu to select the correct chart string for this request. Click on **“submit request to the core”**.

human Cell Line Authentication

Request Name: UVMAGTC-UT-172

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

Jan 13 10:59 AM human Cell Line Authentication VCC DNA Analysis Facility Quantity: 5 \$289.10 Billing Status: Not Ready To Bill Work Status: Proposed

View Form: human Cell Line Authentication Completed

2) Cost Please fill out any forms that are highlighted in red.

The core will review and update this projected cost. You will only be billed for completed work.

Total Projected Cost:
289.10

3) Payment Information
Please enter the Fund

Fund: 80242-15-55060-150-130077-291-00000-000000-0000-0603-0680-0000

additional payment notes:

Submit Request to Core! submit request to core save draft request Cancel

- Your request has been submitted to the core. You will be redirected to your **“View My Requests”** tab. You will see that your new request has been assigned a service id and has the status **“Waiting for Core to Agree”**.

(75) **UVM Advanced Genome Technologies Core** 

About Our Core Schedule Equipment/Consult Request Services **View My Requests** Contact Us

Reload Active Requests

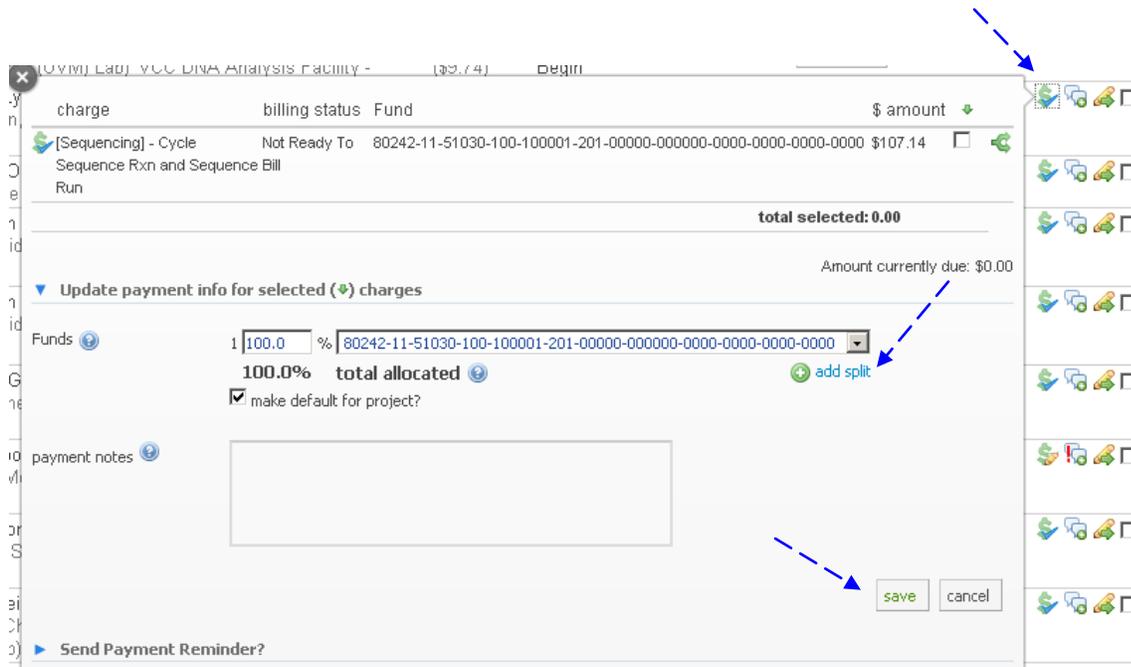
Find: active requests restrict by keyword restrict by date (default 1 year) restrict by lab find!

<< Previous 1 2 3 4 5 6 7 8 Next >>

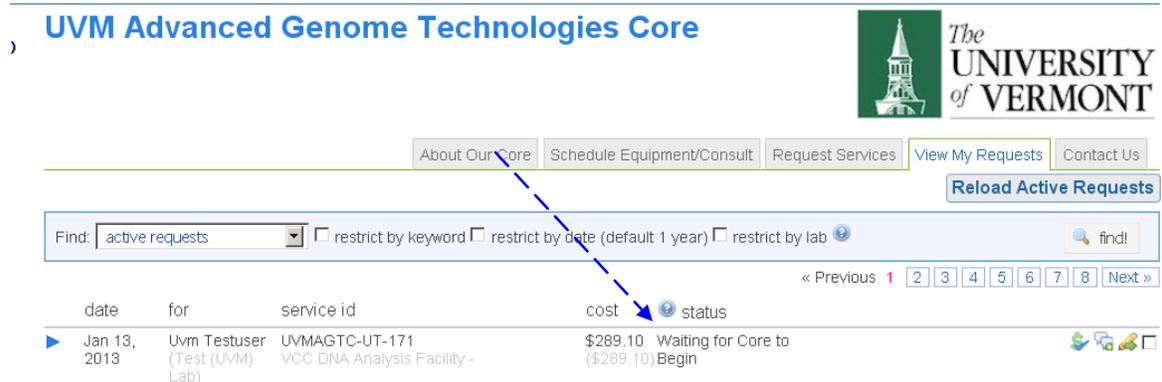
date	for	service id	cost	status
Jan 13, 2013	Uvm Testuser (Test (UVM) Lab)	UVMAGTC-UT-171 VCC DNA Analysis Facility -	\$289.10 (\$289.10)	Waiting for Core to Agree

- Clicking on the blue arrow on the left will allow you to open the request so you can see all the details of the request including when the order was placed, the information on the order form and the billing information including the cost of the request.

- You can split the cost of your request between two chart strings, providing you have been assigned two chart strings. Click on the **\$** to the right of the request, then click **add split**, use the pull down to select the second chart string and assign the percentages to equal 100%. Click on **save**.



- If the facility has had to alter the cost of the request, and the cost increases, you will receive an email and you will need to log in and “Approve” the cost. Once the facility has acknowledged receipt of your request, the status will change to “Waiting for core to Begin”.



10. Once the facility has begun to work on your request, you will see the status change to “Processing”. In some cases you will see the name of the staff member that has been assign to process your order.

UVM Advanced Genome Technologies Core

The UNIVERSITY of VERMONT

About Our Core | Schedule Equipment/Consult | Request Services | View My Requests | Contact Us

Reload Active Requests

Find: active requests restrict by keyword restrict by date (default 1 year) restrict by lab find!

« Previous 1 2 3 4 5 6 7 8 Next »

date	for	service id	cost	status	
Jan 13, 2013	Uvm Testuser (Test (UVM Lab))	UVMAGTC-UT-171 VCC DNA Analysis Facility -	\$289.10 (\$289.10)	Processing	Mary Lou Shane

11. Once the facility has completed the work on your service request, the status will change to “Completed”. You will receive an email notification that the work has been completed. For any service that generates digital data, you will find the data has been attached to your service request. Open the blue arrow on the left to expand your service request. You will find your data in the “Attachments & URLs” section. Click on the file to download the data. These requests will remain in iLab for 18 months. Permanent data storage is your responsibility.

Jan 13, 2013 Uvm Testuser (Test (UVM Lab)) UVMAGTC-UT-171 VCC DNA Analysis Facility - (\$289.10) Completed \$289.10 (\$289.10) Mary Lou Shane completed: Jan 13

Overview

Service id: UVMAGTC-UT-171
 Category: VCC DNA Analysis Facility
 Service name: human Cell Line Authentication
 Customer email: testuser@uvm.test.edu
 Customer phone:
 Lab Name: Test (UVM) Lab
 Lab PI(s): Uvm TestPI: jessica.lewis@ilabsolutions.com Phone:
 Other Contacts: Uvm TestPI: jessica.lewis@ilabsolutions.com Phone: Jessica Lewis: jessica.lewis@ilabsolutions.com Phone: 617.297.2805
 Customer institute: University of Vermont (UVM)
 URL: https://my.ilabsolutions.com/sc/3129/Uvm-advanced-genome-technologies-core?tab=requests&sid=53160
 Projected cost: \$289.10
 Quote expires on:

Payment Information [update payment information](#)

Actual cost: \$289.10
 Customer agreed to cost: \$289.10
 Fund: 80242-15-55060-150-130077-291-00000-000000-0000-0603-0336-0000
 Default Fund: 80242-15-55060-150-130077-291-00000-000000-0000-0603-0336-0000

Forms and Request Details

Quantity	Cost	Billing Status	Work Status
5.0	\$289.10 (\$57.82)	Ready To Bill	Completed

[View Form](#) human Cell Line Authentication Completed

Comments [add comment](#) **Attachments & URLs** [add attachment](#) [add url](#)

UVMAGTC-UT-171 hCell Line Authentication ... Mary Lou Shane 2013 Jan 13 @10:41

Service Request History

Billing Information [edit](#) **Shipping Information** [edit](#)

This manual should serve as a guide. Occasionally, iLab makes changes to the site so the screen shots might not be exactly the same as what you see in your account! However, the basic content will not change to you should be able to find what you need. As always, the AGTC staff members are available to help you, just stop by!