Disputing charges in iLab

Core managers will send monthly invoices to investigators and administrators for the services provided. These charges will post in ARC by the next business day. Previously, there was a three-day lag between the invoice and the charge; this delay was eliminated.

Investigators may still dispute a charge.

1. Overcharge/Undercharge – If an investigator has determined that a charge is incorrect, the investigator should contact the core manager to dispute the charge. If the invoice was incorrect, the core manager may issue a refund and document the reason for the refund in iLab. Additionally, the core manager should issue a new invoice and create a new billing event to finalize the correction in ARC. Investigators should dispute charges within five days of receipt of the invoice.
2. Incorrect project/chart string – Investigators and their research and administrative staff have access to the PI's projects/chartstrings and are responsible for choosing the correct project/chartstring at the time of service.   A chartstring may be changed prior to the creation of a billing event/invoice. If an incorrect chartstring has been selected for a service and the associated charges have been invoiced and posted in ARC, the PIs financial administrator must create a cost transfer and follow university policy for the timing and documentation of cost transfers.
   - To make cost transfer, do not copy the "LAB" journal. Once an entry has been posted in the integrated "LAB" journal, a new journal entry (ITF) must be created to make any changes or adjustments to a different project.