CORES BILLING SYSTEM INFORMATION

(FOR EXTERNAL USERS)

Introduction

The CORES facilities operate as fee-for-service and use an online billing system to process payments from facility users.

The CORES billing system is hosted on DalMedix, a secure intranet site accessed via a NetID and password. The system is managed and supported by the Medical Research Development Office and MedIT.

Principal Investigators (PIs) are asked to contact the facility Manager or cores@dal.ca to register before using facility instruments and/or services.

PIs external to Dalhousie will be issued an invoice via e-mail at the end of each facility billing period.

CORES Billing Process

1. The PI must complete the attached Registration Form and return it to cores@dal.ca

2. A profile for the PI and their personnel (if applicable) will be created in the CORES billing system within DalMedix. If you do not have an existing DalMedix account, a username and temporary password will be sent to you via e-mail.

3. Facility users (PI and/or their personnel) can request CORES instrument time/services by contacting the Manager of the facility

4. At the end of the facility billing period, the PI and account controller (if applicable) will be sent an invoice via e-mail listing all charges incurred by the PI and/or their personnel.

5. PIs can contact cores@dal.ca with any questions or concerns about the charges listed on the invoice.

6. Invoices should be paid within 30 days of receipt.

Contact

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