



## **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](mailto:cores@dal.ca) to register before using facility instruments and/or services.

PIs within Dalhousie are asked to identify a Dalhousie funding account. Payments for CORES instrument time and/or services will be processed by direct debit at the end of each facility billing period.

If you are a PI who does not have a Dalhousie funding account or would prefer to use an account held at another institution, please contact [cores@dal.ca](mailto:cores@dal.ca).

## **CORES Billing Process**

1. The PI must complete the attached Registration Form and return it to [cores@dal.ca](mailto: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 a Direct Debit Statement via e-mail. This statement will list all charges incurred by the PI and/or their personnel that will be debited from the Dalhousie funding account provided in the Registration Form.
5. PIs can contact [cores@dal.ca](mailto:cores@dal.ca) with any questions or concerns about the charges listed on the direct debit statement.
6. Debit transactions will be processed via Dalhousie Financial Services at the end of the month.

## **Contact**

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