FAQ sheet

How can I add or delete a user to my existing eRequest?

Send an email to DHLRI.BusinessOffice@osumc.edu that includes the PR# of the eRequest, full names of users and their OSUname.# to be added or deleted. Be sure to copy the core manager on the email so they can make any necessary changes for access or training.

How long is this eRequest good for? When will I have to submit a new eRequest?

The time frame of the eRequest is set by you when you submit it. It can be designated for a single experimental setup by specifying the date of the appointment on the request. In this case you will need to submit new eRequests for each subsequent appointment. Alternatively, you can specify a time interval over which charges can be billed monthly to the request, such as "until 10/13/17" or "for Fiscal Year 2018". The request will end on the date you specify on the request, the funding source expires, or at the end of the fiscal year. All accounts must be renewed at the beginning of each fiscal year, even if the funding source remains the same.

How can I end billing to the funds I have authorized on a previous eRequest?

Send an e-mail to DHLRI.BusinessOffice@osumc.edu indicating the eRequest/funding source to be deactivated. Also notify the core manager so that they can advise you of any outstanding balance on that account. If you still want to keep the users' access to that lab, a new eRequest must be submitted. Note- all current and pending charges will still be billed to the original fund unless a new eRequest is submitted.

Do I need to attach an access form?

Only for those users requiring badge swipe access to the lab, and then only if they have not previously submitted the form. Contact the core manager if you are not sure.

Can I split funding sources on one eRequest

No. In order to keep the billing process as accurate as possible, please only list ONE funding source per eRequest.