

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 UVMCC DNA Analysis Facility, the UVMCC Microarray Facility or the Massively Parallel Sequencing Facility.

Log in to your iLab account.

1. 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.

Agilent CrossLab | iLab Operations Software

system upgrades (Jan. 2018) | HELP | my profile | logout_Jessica Hoffman

Search cores and services... Go!

home communications (0)

core facilities my cores my reservations (1) view requests list all cores invoices publication tracker

reporting

manage groups my groups my cores University of Vermont (UVM) people search Purchase Orders

Vermont Integrative Genomics Resource - VIGR

About Our Core Schedule Equipment/Consult **Request Services** View All Requests Reservations People Reporting Billing Administration

Sort manually Add a Service Project Template

All components of the UVM Cancer Center Advanced Genome Technologies Core are fully operational including Massively Parallel Sequencing, Microarray Analysis, and DNA Analysis. For projects and design consultations, Please contact Scott Tighe and Jessica Hoffman in the AGTC or at scott.tighe@uvm.edu and jessica.hoffman@uvm.edu or 656-2557

▼ Sample Submission and Laboratory Services

Sort manually Add a Service Template

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.

Search available services: View: [by category alphabetically](#)

- ▶ [UVMCC DNA Analysis Facility \(20\)](#)
- ▶ [UVMCC Microarray Facility \(18\)](#)
- ▶ [VCC-COM Massively Parallel Sequencing Facility \(21\)](#)
- ▶ [Bioinformatics Analysis Project \(1\)](#)

- 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	request service
Includes gDNA extraction and Genescan Run.	\$57.82 (UVM Sats kly Rate)
[Fragment Analysis] - Full 96 well Plate (per plate)	request service
	\$62.50 (UVM Sats kly Rate)
[Fragment Analysis] - Genescan Run (per injection)	request service
	\$2.87 (UVM Internal)
[Gene Expression] - PCR Arrays	request service
	\$72.20 (UVM Sats kly Rate)
[Gene Expression] - qPCR-Full Service	request service
	\$1.44 (UVM Sats kly Rate)
[Image Analysis] - BioRad Image Scan	request service
	\$4.20 (UVM Sats kly Rate)
[Nucleic Acid Extraction] - gDNA Extraction (per sample)	request service
	\$8.43 (UVM Sats kly Rate)
[Nucleic Acid Extraction] - RNA-cells (per sample)	request service
	\$4.95 (UVM Sats kly Rate)
[Nucleic Acid Extraction] - RNA-tissue and blood (per sample)	request service
	\$13.27 (UVM Sats kly Rate)
[Sequencing] - Bulk Sequence (min. 48 samples)	request service
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.	\$2.99 (UVM Sats kly Rate)
[Sequencing] - Cycle Sequence Rxn and Sequence Run	request service
	\$2.62 (UVM Sats kly Rate)
[Sequencing] - Sequence Run Only	request service
User must complete Cycle Sequencing Reaction and clean the Cycle Sequence products before bringing to the facility.	\$2.24 (UVM Sats kly Rate)

- 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

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

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: \$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 row(s)

Additional Comments

Required fields are indicated by *

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

Facility Use Only

Technician

Date Completed

Please save your form!

save completed form

save draft of form

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

- 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	✖
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View Form: human Cell Line Authentication [Completed] [Print] [Refresh]

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	\$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**.

UVM Lab VCC DNA Analysis Facility - (39/4) Begin

charge	billing status	Fund	\$ amount
[Sequencing] - Cycle Sequence Rxn and Sequence Bill Run	Not Ready To	80242-11-51030-100-100001-201-00000-000000-0000-0000-0000	\$107.14

total selected: 0.00

Amount currently due: \$0.00

▼ Update payment info for selected (▼) charges

Funds 1 100.0 % 80242-11-51030-100-100001-201-00000-000000-0000-0000-0000
 100.0% total allocated
 make default for project? [add split](#)

payment notes

► Send Payment Reminder?

8. 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”.

UVM Advanced Genome Technologies Core

The UNIVERSITY of VERMONT

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[Reload Active Requests](#)

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

« 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 - Lab)	\$289.10 (\$289.10)	Waiting for Core to Begin

9. 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.

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[Reload Active Requests](#)

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

« 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 - Lab)	\$289.10 (\$289.10)	Processing	Mary Lou Shane

10. 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) \$289.10 Completed 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

Jan 13 10:15 AM	human Cell Line Authentication VCC DNA Analysis Facility	Quantity: 5.0	\$289.10 (\$57.82)	Billing Status: Ready To Bill	Work Status: 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!