



RESEARCH, IMPACT & INNOVATION

Core Facilities

To: Users of optical microscopes in Imaging Cores Marley and Life Sciences North

From: Daniela C Zarnescu, PhD, Co-Lead Faculty Research Advisory Committee Optical Imaging Cores  
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Date: May 25, 2021

Re: Billing for Cancellations, No-Shows and Booked vs. Actual Time

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After discussion with the Leads of the Faculty Research Advisory Committee (FRAC) for the Optical Imaging Cores, and approval from the Financial Services Office Rate Studies Team, RII Core Facilities will be implementing the following changes to billing practices beginning June 1, 2021 for Imaging Core Marley and the optical microscopes in the Imaging Core Life Sciences North:

1. The full cost of no-show reservations will be charged to customers at the Unassisted (i.e. instrument) rate.
2. Customers will be charged for the cost of their reservation at the Unassisted rate when cancellations occur less than 24 hours in advance. However, that time will be made available to other customers, and if another customer schedules a portion of that time, the rescheduled portion will not be charged to the original customer (i.e., there will be no “double dipping”). You may request one no-questions-asked exemption for each user to allow them to cancel an event within 24 hours free of charge. Customers may continue to cancel reservations up to 24 hours in advance with no charge.
3. Billing will begin at the earlier of scheduled time or the actual time instrument usage begins. Billing will end at the latter of scheduled time or the actual time instrument usage ends.

Our hope is that these changes will encourage users to be more conscientious when scheduling time on instrumentation, and free up capacity for other users. Implementation of these policies is in compliance with OMB Uniform Guidance. It also brings us into alignment with practices of many of our peer institutions, discussion of which can be found on the ABRF [Core Administrators Network Form](#). Questions regarding this policy can be sent to Noah Curtis at [nbcurtis@email.arizona.edu](mailto:nbcurtis@email.arizona.edu). Over the coming months RII Core Facilities will be working with our other FRACs to implement similar policies for all the facilities within the RII Core Facilities department.

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CC: R Brooks Jeffery, Associate Vice President, Research  
Sangita Pawar, PhD, Vice President, Operations