

iLab Messaging Overview*

For questions or concerns please contact iLab.Support@penncare.upenn.edu

iLab offers a wide variety of ways to contact your core facility users. Click below to learn more about reaching out from a specific tab within your core facility, or to learn how you may quickly contact users with unpaid invoices.

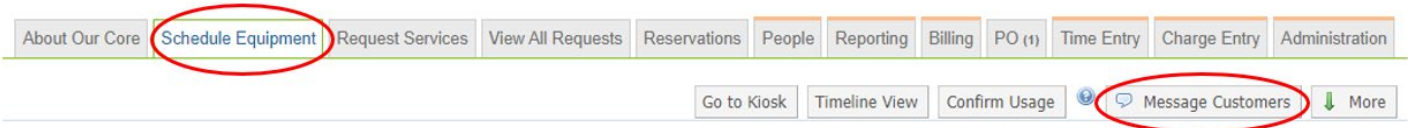
- [Schedule Equipment Tab](#)
- [View All Requests Tab](#)
 - [Contacting a user from a specific request](#)
 - [Bulk messaging users](#)
- [People Tab](#)
 - [Bulk messaging users](#)
 - [Contacting equipment or service users](#)
 - [Contacting specific individuals or groups of individuals](#)
- [Billing Tab](#)
 - [Contacting a single user](#)
 - [Contacting multiple users](#)
- [How can I quickly contact users with unpaid invoices?](#)

*Please note that available contact methods may vary based upon your core facility set-up.

Contacting users from the "Schedule Equipment" tab

The "Schedule Equipment" allows you to contact users of a specific piece of equipment. This may be useful to notify users of equipment related delays, availabilities, or upcoming maintenance.

1. Click the "Schedule Equipment" tab, then click "Message Customers."



2. Select a usage date range for the customers you would like to contact, then select the specific resource. Please note you may also choose to contact users of all equipment within your chosen timeframe by clicking "Select All." After choosing your date range and equipment, click "Find Customers."

1) Find customers

Select date range:

From: Jan 01, 2022 To: Jan 31, 2023 OR [this week](#) | [next week](#) | [last week](#) | [this month](#) | [last 30 days](#) | [next 30 days](#)

Select resource(s):

Resource	<input type="checkbox"/> Select All
BRB ORs	<input type="checkbox"/> OR A <input type="checkbox"/> OR B
ULAR- Staff Only	<input type="checkbox"/> ULAR- Staff Only
ULAR- Technicians Calendar	<input type="checkbox"/> Technician 1 <input type="checkbox"/> Technician 2 <input type="checkbox"/> Technician 3
ULAR- TRC ORs	<input type="checkbox"/> ULAR- OR 1 <input type="checkbox"/> ULAR- OR 2
Aria FACS - test	<input type="checkbox"/> FACS Aria
Confocal Microscope	<input checked="" type="checkbox"/> procedure 1 <input checked="" type="checkbox"/> procedure 2 <input checked="" type="checkbox"/> procedure 3 <input checked="" type="checkbox"/> procedure 4 <input checked="" type="checkbox"/> procedure 5 <input checked="" type="checkbox"/> procedure 6
RMPC Per Specimen Example	<input type="checkbox"/> Instance 1

Find Customers

3. Select the customer(s) you would like to contact or click "All" to message the group.

2) Select customers to email

<input type="checkbox"/> All	Name	Group(s)	Email	Telephone
<input checked="" type="checkbox"/>	April Weakley	Soslovsky, Lou (UPENN) Lab 1 - Researcher (UPenn) Lab 2 - Test (UPenn) Lab Blanco, Andres (UPENN) Lab	aweakley@penmedicine.upenn.edu	215-746-5678
<input type="checkbox"/>	Curtis Embree	1 - Researcher (UPenn) Lab Mathew, Jiju (UPENN) Lab 2 - Test (UPenn) Lab Molecular Profiling Facility Admin lab UPHS Lab	Curtis.embree@penmedicine.upenn.edu	215-746-0582
<input type="checkbox"/>	Jiju Mathew	1 - Researcher (UPenn) Lab UPenn External Test Lab Mathew, Jiju (UPENN) Lab UPHS Lab	matjiju@upenn.edu	
<input type="checkbox"/>	Rose Researcher	iLab Test (Testing) Lab	rose.researcher@ilabx.com	

- Compose your message and click send. Please note you may include additional email addresses; however these individuals must be registered iLab users. If you include a link in your message, recipients must have appropriate iLab access to view it (for example links to specific iLab requests).

3) Send emails

Email title

PSOM Demo Core (UPenn) Confocal Microscope


Additional Email Addresses










Enter comma-separated emails...

Recipients must be registered iLab users with appropriate access in order to view all content included in this message. Some links or additional content may not be accessible.

Email body

File Edit Insert View Format

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Good afternoon,

You are receiving this message because you have used the Demo Core Facility's confocal microscope within the past year.

We are reaching out to inform you that the microscope will be going offline for repairs from 3/1-3/15/2023.

Please feel free to contact us with any questions or concerns.

My best,
Jane Smith
Director, Demo Core Facility

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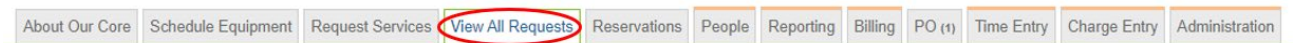
Send Emails Cancel

- Your message will be sent to the selected users, copying your designated core facility contacts.


Contacting users from the "View All Requests" tab

Contacting a user from a specific request

- Click the "View All Requests" tab.



- Locate your desired request and click the conversation bubble that appears on the right-hand side.

<u>date</u>	<u>for</u>	<u>service id</u>	<u>status</u>	<u>payment number</u>	<u>cost</u>	
Jan 13 (Jan 13 2023)	April Weakley <u>2 - Test (UPenn) Lab</u>	PSOMDC(UP)-AW-21 Clinical Imaging Administrative test label	Processing		\$467.50 (\$400.00)	
						Complete

- Choose who you would like to receive the message (researcher, PI, financial contacts, etc.) and compose your message. Please note you may include additional email addresses; however these individuals must be registered iLab users. If you include a link in your message, recipients must have appropriate iLab access to view it (for example links to specific iLab requests). Once you have chosen your contacts and composed your message, click "Send." You will receive a copy of this message, provided the "Send me a copy of this email" box remains checked.

Financial managers:

Curtis Embree<Curtis.embree@penmedicine.upenn.edu> Phone: 215-746-0582 (primary contact)
 Christopher Dymek<dymekc@upenn.edu> Phone: 2158989714

Principal investigators:

April Weakley<aweakley@penmedicine.upenn.edu> Phone: 215-746-5678
 Curtis Embree<Curtis.embree@penmedicine.upenn.edu> Phone: 215-746-0582 (primary contact)

Researcher:

April Weakley<aweakley@penmedicine.upenn.edu> Phone: 215-746-5678

Core contacts:

Curtis Embree<Curtis.embree@penmedicine.upenn.edu> Phone: 215-746-0582 (primary contact)
 April Weakley<aweakley@penmedicine.upenn.edu> Phone: 215-746-5678

Additional Email Addresses:

Email content:

Message(optional):

B *I* U ↶ ↷ ☰ ☷

Good morning,

We are contacting you as the previously submitted budget code has expired. Please provide us with an updated budget code at your earliest convenience.

Please feel free to reach out with any questions or concerns. |

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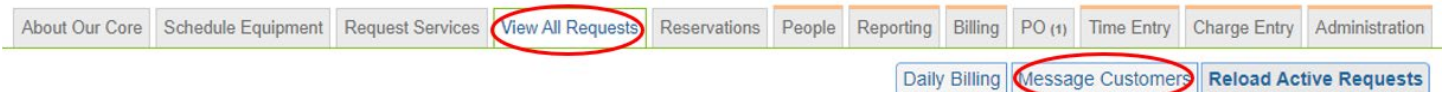
Send me a copy of this email:

[Send Message](#)

- Your message will be sent to the selected contacts and will include a link to the request. A copy of this message will also be placed into the “Comments” section of the request itself for future reference.

Bulk Messaging Users

- Click the “View All Requests” tab, then click “Message Customers.”



- Select the date range and the services for which you would like to find customers, then click “Click Here to Find Customers.” Please note you may also search for customers by keyword (such as researcher or PI name, request label, etc.) or by project status (completed, cancelled, etc.).

[Select date range](#)

Select date range manually...

From: To:

Or, select date range...

[this week](#) | [next week](#) | [last week](#) | [this month](#) | [last 30 days](#) | [next 30 days](#) | [last 90 days](#) | [next 90 days](#)

Search through projects by keyword:

Search through projects in the following state:

[Click Here to Find Customers](#)

3. Select the customer(s) you would like to email.

2) Select customers to email

Name	Group(s)	Email	Telephone
<input checked="" type="checkbox"/> April Weakley (5 projects)	Soslovsky, Lou (UPENN) Lab 1 - Researcher (UPenn) Lab 2 - Test (UPenn) Lab Blanco, Andres (UPENN) Lab	aweakley@penmedicine.upenn.edu	215-746-5678
<input type="checkbox"/> Curtis Embree (3 projects)	1 - Researcher (UPenn) Lab Mathew, Jiju (UPENN) Lab 2 - Test (UPenn) Lab Molecular Profiling Facility Admin lab UPHS Lab	Curtis.embree@penmedicine.upenn.edu	215-746-0582
<input type="checkbox"/> Luellen Fletcher (2 projects)	1 - Researcher (UPenn) Lab Fletcher, Luellen (UPENN) Lab Moore, Jonni (UPENN) Lab	luellen@penmedicine.upenn.edu	
<input type="checkbox"/> Jiju Mathew (2 projects)	1 - Researcher (UPenn) Lab UPenn External Test Lab Mathew, Jiju (UPENN) Lab UPHS Lab	matjiju@upenn.edu	
<input type="checkbox"/> iLab Administrator UPenn (1 project)	iLab Administrator (UPenn) Lab 1 - Researcher (UPenn) Lab	support+upenn@ilabsolutions.com	
<input type="checkbox"/> CHANEL NICOLE WRIGHT (1 project)	1 - Researcher (UPenn) Lab Moore, Jonni (UPENN) Lab Luning Prak, Eline (UPENN) Lab	chanel.wright@penmedicine.upenn.edu	2155732958
<input type="checkbox"/> Core Admin (1 project)	1 - Researcher (UPenn) Lab	upennadmin@ilabx.com	
<input type="checkbox"/> UPenn Recipient (1 project)	1 - Researcher (UPenn) Lab	poinv@upenn.edu	

4. Compose your message and click “click here to send emails.”

3) Send emails

Email title
[Re: PSOM Demo Core (UPenn)]

Email body

File Edit Insert View Format

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Good morning,
You are receiving this message because you are an active user of the Demo Core Facility.
We are writing to inform you of upcoming service delays due to supply chain issues.
Please feel free to contact us with any questions or concerns.
My best,
Jane Smith
Director, Demo Core Facility

p

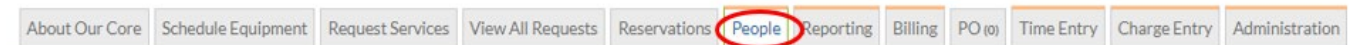
[click here to send emails](#) Cancel

Contacting users from the “People” tab

The “People” tab displays a list of your core facility customers. You may choose to reach out to all your customers at once, to contact a subset using filters, to contact users of specific services or equipment, or to contact a single individual.

Bulk Messaging Users

1. Click the “People” tab.

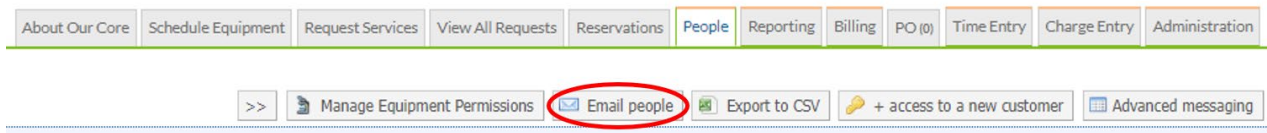


2. Select the users you would like to contact by checking the box that appears to the right of their name. Please note you may search for a specific set of users by using the filter panel on the left side of the page. Filtering options include a keyword search, date range of user activity, lab, equipment training permissions, and more. In the

example shown below, we have filtered for users from the “Researcher” lab who have been active within the past year.

Name	Lab	Institution	Email	Telephone	
Catherine Ubri	1 - Researcher (UPenn) Lab (Member) COHEN, AKIVA (CHOP) Lab (Member) No site	Children's Hospital of Philadelphia, University of Pennsylvania	cubri7@gmail.com	9179622134	<input type="checkbox"/>
April Weakley	1 - Researcher (UPenn) Lab (Principal Investigator) 2 - Test (UPenn) Lab (Principal Investigator)	University of Pennsylvania	aweakley@penmedicine.upenn.edu	215-746-5678	<input checked="" type="checkbox"/>
UPenn Recipient	1 - Researcher (UPenn) Lab (Member)	University of Pennsylvania	poinv@upenn.edu		<input checked="" type="checkbox"/>
Core Admin	1 - Researcher (UPenn) Lab (Member) No site	University of Pennsylvania	upennadmin@labs.com		<input checked="" type="checkbox"/>
CHANEL NICOLE WRIGHT	1 - Researcher (UPenn) Lab (Member) Moore, Jonni (UPENN) Lab (Member) Luning Prak, Eline (UPENN) Lab (Member) No site	University of Pennsylvania	chanel.wright@penmedicine.upenn.edu	2155732958	<input type="checkbox"/>
Jiu Mathew	1 - Researcher (UPenn) Lab (Manager) UPenn External Test Lab (Manager)	University of Pennsylvania, Testing Institutions, PennMed UPHS Labs	mat@ju@upenn.edu		<input type="checkbox"/>
Luellen Fletcher	1 - Researcher (UPenn) Lab (Member) Fletcher, Luellen (UPENN) Lab (Principal Investigator) Moore, Jonni (UPENN) Lab (Member) No site	University of Pennsylvania	luellen@penmedicine.upenn.edu		<input type="checkbox"/>
Curtis Embree	1 - Researcher (UPenn) Lab (Principal Investigator) Mathew, Jiu (UPENN) Lab (Member) 2 - Test (UPenn) Lab (Principal Investigator) Molecular Profiling Facility Admin lab (Manager) UPHS Lab (Principal Investigator)	University of Pennsylvania, PennMed UPHS Labs	Curtis.embree@penmedicine.upenn.edu	215-746-0582	<input type="checkbox"/>
iLab Administrator UPenn	iLab Administrator (UPenn) Lab (Manager) 1 - Researcher (UPenn) Lab (Manager)	University of Pennsylvania	support+upenn@ilabsolutions.com		<input type="checkbox"/>

3. Click “Email people.”



4. Confirm who you would like to receive your message. If an individual should not be contacted, simply uncheck their name within the message window. You may also wish to include the user’s administration, or to contact only the administration without including the user. After confirming the recipients, type your message and click “Send.” A copy of this email will be sent to your inbox, provided the “Send me a copy of this email” box remains checked.

Separate emails will be sent to:

- April Weakley (aweakley@penmedicine.upenn.edu)
- UPenn Recipient (poinv@upenn.edu)
- iLab Administrator UPenn (support+upenn@ilabsolutions.com)
- Catherine Ubri (cubri7@gmail.com)
- April Weakley (aweakley@penmedicine.upenn.edu)
- UPenn Recipient (poinv@upenn.edu)
- Copy each user's administration (10 additional contacts)
- Email only administration and exclude the users

Additional Email Addresses

Recipients must be registered iLab users with appropriate access in order to view all content included in this message. Some links or additional content may not be accessible.

Email content:
Subject:

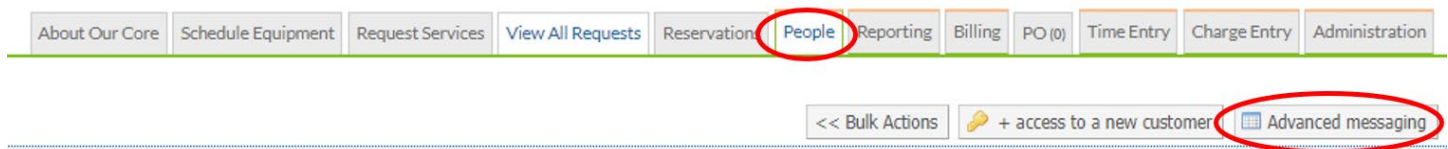
Message:
B *I* U ↶ ↷ ☰ ☷

You are receiving this message as pricing has recently been updated for the Researcher lab. Please feel free to contact us with any questions or concerns.

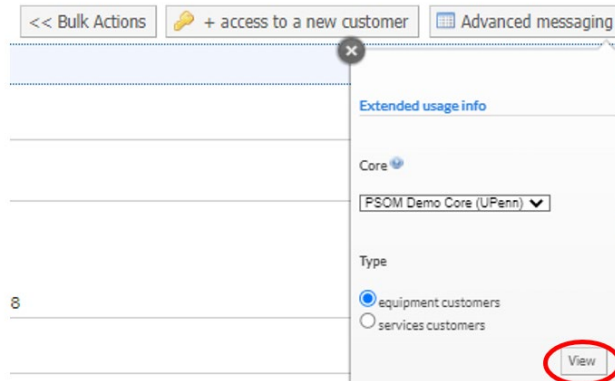
Send me a copy of this email:

Contacting equipment or service users

1. Click the “People” tab, then click “Advanced Messaging.”



2. Select whether you would like to contact equipment customers or services customers, then click “View.”



3. For guidance on contacting equipment customers, please click [here](#) and following the instructions beginning with Step 2.
4. To contact service customers, select a date range for the customers you would like to contact, then click “Click here to Find Customers.” Please note you may also search for customers by keyword (such as researcher or PI name, request label, etc.) or by project status (completed, cancelled, etc.).

1) Find customers

Select a date range and the services for which you would like to find customers, then click 'find'.

Select date range:

Select date range manually...

From: Jan 01, 2019 To: Jan 31, 2023

Or, select date range...

[this week](#) | [next week](#) | [last week](#) | [this month](#) | [last 30 days](#) | [next 30 days](#) | [last 90 days](#) | [next 90 days](#)

Search through projects by keyword:

Search through projects in the following state:

all

[Click Here to Find Customers](#)

5. Confirm the customer(s) you would like to contact. If an individual should not receive your message, uncheck the box next to their name.

2) Select customers to email

	Name	Group(s)	Email	Telephone
<input checked="" type="checkbox"/>	April Weakley (5 projects)	Soslowky, Lou (UPENN) Lab 1 - Researcher (UPenn) Lab 2 - Test (UPenn) Lab Blanco, Andres (UPENN) Lab	aweakley@penmedicine.upenn.edu	215-746-5678
<input checked="" type="checkbox"/>	Curtis Embree (3 projects)	1 - Researcher (UPenn) Lab Mathew, Jiju (UPENN) Lab 2 - Test (UPenn) Lab Molecular Profiling Facility Admin lab UPHS Lab	Curtis.embree@penmedicine.upenn.edu	215-746-0582
<input checked="" type="checkbox"/>	Luellen Fletcher (2 projects)	1 - Researcher (UPenn) Lab Fletcher, Luellen (UPENN) Lab Moore, Jonni (UPENN) Lab	luellen@penmedicine.upenn.edu	
<input checked="" type="checkbox"/>	Jiju Mathew (2 projects)	1 - Researcher (UPenn) Lab UPenn External Test Lab Mathew, Jiju (UPENN) Lab UPHS Lab	matjiju@upenn.edu	
<input checked="" type="checkbox"/>	iLab Administrator UPenn (1 project)	iLab Administrator (UPenn) Lab 1 - Researcher (UPenn) Lab	support+upenn@ilabsolutions.com	
<input checked="" type="checkbox"/>	CHANEL NICOLE WRIGHT (1 project)	1 - Researcher (UPenn) Lab Moore, Jonni (UPENN) Lab Luning Prak, Eline (UPENN) Lab	chanel.wright@penmedicine.upenn.edu	2155732958
<input checked="" type="checkbox"/>	Core Admin (1 project)	1 - Researcher (UPenn) Lab	upendemoadmin@ilabx.com	
<input checked="" type="checkbox"/>	UPenn Recipient (1 project)	1 - Researcher (UPenn) Lab	poinv@upenn.edu	

6. Compose your message and click “click here to send emails.” A copy of this message will also be sent to your designated core contacts.

3) Send emails

Email title
[Re: PSOM Demo Core (UPenn)]

Email body

File - Edit - Insert - View - Format -

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Good afternoon,

You are receiving this message because you used Demo Core Facility services within the past X years. We are reaching out to let you know that service rates will be adjusted beginning July 1, 2024.

Please feel free to contact us with any questions or concerns]

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[click here to send emails](#)

Contacting specific individuals or groups of individuals

1. Click on the “People” tab.



2. If the individual(s) you wish to contact appear on the first page of results, you may contact them by clicking the envelope icon that appears to the right of their name.

Soslowky, Lou (UPENN) Lab (Member)				
1 - Researcher (UPenn) Lab (Principal Investigator)				
April Weakley	University of Pennsylvania	aweakley@penmedic ine.upenn.edu	215-746-5678	
2 - Test (UPenn) Lab (Principal Investigator)				
Blanco, Andres (UPENN) Lab (Manager)				

If you wish to contact multiple individuals you may do so by clicking the checkboxes to the right of their names before clicking the envelope icon.

	Soslowsky, Lou (UPENN) Lab (Member)					<input checked="" type="checkbox"/>
	1 - Researcher (UPenn) Lab (Principal Investigator)					<input checked="" type="checkbox"/>
April Weakley	2 - Test (UPenn) Lab (Principal Investigator)	University of Pennsylvania	aweakley@penmedic.ine.upenn.edu	215-746-5678		
	Blanco, Andres (UPENN) Lab (Manager)					<input checked="" type="checkbox"/>
UPenn Recipient	1 - Researcher (UPenn) Lab (Member)	University of Pennsylvania	poinv@upenn.edu			
Core Admin						<input checked="" type="checkbox"/>
No title	1 - Researcher (UPenn) Lab (Member)	University of Pennsylvania	upendemoadmin@ila.bx.com			

- If the individual(s) you wish to contact do not appear on the first page of results, you may search for them using the filter panel that appears on the left side of the page. The filter panel allows you to search using a wide range of criteria, including lab, equipment training status, keyword, and more. Enter your desired search criteria, then click “Apply Filters.” In the example below, we have set the filters to locate customers from the “Researcher” lab who have used the Demo Core Facility within the past year.

◀ Hide Filters

Show 30 results per page

▼ Keywords

▶ Institution

▶ Department

▶ Core personnel

▼ Lab

1 - Researcher (UPenn) Lab (9)

2 - Test (UPenn) Lab (2)

Blanco, Andres (UPENN) Lab (1)

CDHEN, AKIVA (CHOP) Lab (1)

Fletcher, Luellen (UPENN) Lab (1)

Luning Prak, Eline (UPENN) Lab (1)

Mathew, Jiju (UPENN) Lab (2)

Molecular Profiling Facility Admin lab (1)

Moore, Jonni (UPENN) Lab (2)

Soslowsky, Lou (UPENN) Lab (1)

UPHS Lab (2)

UPenn External Test Lab (1)

iLab Administrator (UPenn) Lab (1)

iLab Test (Testing) Lab (2)

[clear selection](#)

▶ Role

▶ Title

▶ Trained on Resources

▶ Core Customer

▼ User activity

From Jan 24, 2022

To Jan 24, 2023

Apply Filters

Reset Filters

- From your results page, select the individual(s) you would like to contact by checking the box to the right of their name before clicking the envelope icon.

April Weakley	Soslowky, Lou (UPENN) Lab (Member) 1 - Researcher (UPenn) Lab (Principal Investigator) 2 - Test (UPenn) Lab (Principal Investigator) Blanco, Andres (UPENN) Lab (Manager)	University of Pennsylvania	aweakley@pennmedic ine.upenn.edu	215-746-5678	
UPenn Recipient	1 - Researcher (UPenn) Lab (Member)	University of Pennsylvania	poinv@upenn.edu		
Core Admin		University of Pennsylvania	upenndemoadmin@ila bx.com		
No title	1 - Researcher (UPenn) Lab (Member)				

You may also choose to contact all users resulting from your search. To do so, click checkbox that appears above your search results. Checking this box will select all users from the first page of your search results. To select users from all your search results, click the “Click here to select all results” link shown below before clicking an envelope icon.

>>

Displaying 9 out of 9 results. (Page 1 of 1) Selected all results on this page. [Click to select all results](#)

Name	Lab	Institution	Email	Telephone	
April Weakley	Soslowky, Lou (UPENN) Lab (Member) 1 - Researcher (UPenn) Lab (Principal Investigator) 2 - Test (UPenn) Lab (Principal Investigator) Blanco, Andres (UPENN) Lab (Manager)	University of Pennsylvania	aweakley@pennmedi cine.upenn.edu	215-746-5678	
Catherine Ubri	1 - Researcher (UPenn) Lab (Member) No title COHEN, AKIVA (CHOP) Lab (Member)	Children's Hospital of Philadelphia, University of Pennsylvania	cubri7@gmail.com	9179622134	
CHANEL NICOLE WRIGHT	1 - Researcher (UPenn) Lab (Member) No title Moore, Jonni (UPENN) Lab (Member) Luning Prak, Eline (UPENN) Lab (Member)	University of Pennsylvania	chanel.wright@penn medicine.upenn.edu	2155732958	
Core Admin	No title 1 - Researcher (UPenn) Lab (Member)	University of Pennsylvania	upenndemoadmin@il abx.com		
Curtis Embree	1 - Researcher (UPenn) Lab (Principal Investigator) Mathew, Jiju (UPENN) Lab (Member) 2 - Test (UPenn) Lab (Principal Investigator) Molecular Profiling Facility Admin lab (Manager) UPHS Lab (Principal Investigator)	University of Pennsylvania, PennMed UPHS Labs	Curtis.embree@penn medicine.upenn.edu	215-746-0582	
iLab Administrator UPenn	iLab Administrator (UPenn) Lab (Manager) 1 - Researcher (UPenn) Lab (Manager)	University of Pennsylvania	support+upenn@ilab solutions.com		
Jiju Mathew	1 - Researcher (UPenn) Lab (Manager) No title UPenn External Test Lab (Manager) Mathew, Jiju (UPENN) Lab (Principal Investigator) UPHS Lab (Principal Investigator)	University of Pennsylvania, Testing Institutions, PennMed UPHS Labs	matjiju@upenn.edu		
Luellen Fletcher	1 - Researcher (UPenn) Lab (Member) No title Fletcher, Luellen (UPENN) Lab (Principal Investigator) Moore, Jonni (UPENN) Lab (Member)	University of Pennsylvania	luellen@pennmedici ne.upenn.edu		
UPenn Recipient	1 - Researcher (UPenn) Lab (Member)	University of Pennsylvania	poinv@upenn.edu		

- After clicking an envelope icon, confirm your email recipients. You may choose to contact the just the users, just the user’s lab administrator, or both. In the example below we have chosen to contact the user as well as their lab administrator. You may choose to include additional email addresses; however these individuals must be registered iLab users with appropriate access to view all content included in your message, such as links to requests or invoices.

Administration

UF Customer (ufcommercialcustomer@ilabtest.com) 352-123-4567 (primary contact)

Person

Marie Researcher (marie.researcher@ilabx.com) 123-4567

Additional Email Addresses

Recipients must be registered iLab users with appropriate access in order to view all content included in this message. Some links or additional content may not be accessible.

- Compose your message and click “send.” A copy of this email will also be sent to you, provided the “Send me a copy of this email” box remains checked.

Administration

UF Customer (ufcommercialcustomer@ilabtest.com) 352-123-4567 (primary contact)

Person

Marie Researcher (marie.researcher@ilabx.com) 123-4567

Additional Email Addresses

Recipients must be registered iLab users with appropriate access in order to view all content included in this message. Some links or additional content may not be accessible.

Email content:

Subject:

Message:

B *I* U ↶ ↷ ☰ ☷

Good afternoon,

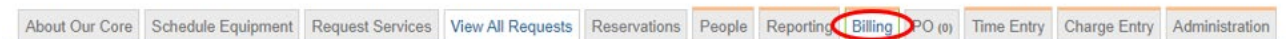
You are receiving this message because you have used the Demo Core Facility within the past year. We are reaching out to let you know that pricing will be adjusted beginning July 1, 2024. Please feel free to reach out with any questions or concerns.

Send me a copy of this email:

Contacting users from the “Billing” Tab

Contacting a single user

- Click the “Billing” tab.



- Click “Invoices” next to the billing event that contains the user you would like to contact.

Displaying 3 out of 3 results. (Page 1 of 1)

Name	Created By	Status	Date Added	Value (# of charges)	Actions
PSOM Demo Core (UPenn) - January	April Weakley	File sent	Jan 27 '23	\$963.66 (3)	Summary Invoices
PSOM Demo Core (UPenn) - November	Shelbi Orr	File sent	Nov 21 '22	-\$389.00 (1)	Summary Invoices ✖
PSOM Demo Core (UPenn) - November	April Weakley	File sent	Nov 18 '22	\$21,006.26 (43)	Summary Invoices ✖

- To contact a single user/invoice owner, click the envelope icon that appears to the right of their name.

Lab And Institution	Invoice Owner	Invoice Number	Payment Numbers	Total Cost	Status	Comment	
2 - Test (UPenn) Lab (464641) (University of Pennsylvania, PennMed UPHS Labs)	Curtis Embree (invoice_owner)	PDC-3583038	Fund	\$4.00 1 charges	Not Yet Paid	click to edit	<input checked="" type="checkbox"/> 

- You will be shown a pop-up window. The top of this window displays the most recent message sent to the user via the billing tab (if any).

Emails Sent

Date Sent	Sender	Recipients	Subject	Body
Jan 27, 2023	Curtis Embree	Curtis.embree@penmedicine.upenn.edu	Invoices - Curtis Embree	Please find an invoice attached for services rendered by the PSOM Demo Core. If you have any questions related to the charges, please contact the Technical Director. Thank you for using the Core's services. InvoicesPlease find current invoices for the PSOM Demo Core (UPenn) for researchers you manage. The invoices can be downloaded from the attachment in this email, and a summary has been provided for your convenience, below. Links to the digital invoices can also be found below - you can click the link to update your payment information and approve invoices, if applicable. https://med-upenn.corefacilities.org/invoices/show/3583038 PSOM Demo Core Rm BB01 Richards 421 Curie Blvd. Philadelphia, PA 19104 Invoice No. PDC-3583038 Invoice Date January 27, 2023 Lab 2 - Test (UPenn) Lab From: PSOM Demo Core (UPenn) To: 2 - Test (UPenn) Lab Curtis Embree PSOM AP DeptEmail: AP-billing-emailPhone: 1111111111Institution: Perleman School billing Department: AP department123 Franklin WalkUniversity City, PA, USA, 19104 Lab Contacts: Name Email Phone Role Curtis Embree Curtis.embree@penmedicine.upenn.edu 215-746-0582 Invoice owner Christopher Dymek dymekc@upenn.edu 2158989714 Financial managers April Weakley aweakley@penmedicine.upenn.edu 215-746-5678 Principal investigators Customers: Name Email Phone Invoice Total \$4.00 Invoice Total \$4.00 Thank you for being a valued user of the PSOM Demo Core DO NOT PAY - this invoice is for your records. Payment has been electronically journaled. Please direct questions to Bob Smith @ 215-999-9999 or Roberts@penmedicine.upenn.edu Powered by iLab

- Scroll to the "Send Email" portion of the window, then select your recipient(s). You may choose to contact the invoice owner, their financial manager, their principal investigator, or any combination thereof. You may choose to include additional emails; however these individuals must be registered iLab users with appropriate access to view all content included in your message such as links or invoices.

Send Email

To: Invoice owner Financial managers Principal investigators
 Curtis Embree Christopher Dymek April Weakley

Additional Email
 Recipients must be registered iLab users with appropriate access in order to view all content included in this message. Some links or additional content may not be accessible.

Addresses:

- Compose your message and hit "Send." You will be sent a copy of this email, provided the "send me a copy of this email" box remains checked.

Subject: iLab: Your invoice PDC-3583039 from University of Pennsylvania (PSOM Demo Core (UPenn))

Body: Message (optional):

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Good afternoon,

We are reaching out regarding invoice number PDC-3583038 from the PSOM Demo Core. Please provide us with updated payment information for this invoice at your earliest convenience.

p

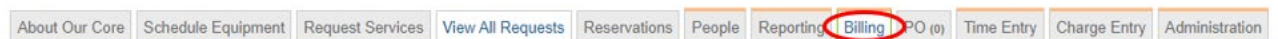
Click this link to access this invoice within your iLab account.
<https://my.ilabsolutions.com/purchasing/show/3583039>

send me a copy of this email Send

- Your chosen recipients will receive a copy of the message. The message will contain a PDF attachment of the relevant invoice, as well as a link to the invoice in iLab.

Contacting multiple users

- Click the "Billing Tab."



2. Click “Invoices” next to the billing event that contains the users you would like to contact.

Displaying 3 out of 3 results. (Page 1 of 1)					
Name	Created By	Status	Date Added	Value (# of charges)	Actions
PSOM Demo Core (UPenn) - January	April Weakley	File sent	Jan 27 '23	\$963.66 (3)	Summary Invoices
PSOM Demo Core (UPenn) - November	Shelbi Orr	File sent	Nov 21 '22	-\$389.00 (1)	Summary Invoices
PSOM Demo Core (UPenn) - November	April Weakley	File sent	Nov 18 '22	\$21,006.26 (43)	Summary Invoices

3. Choose your recipients in the “Bulk Invoice Mailer” section.

Invoices

Bulk Invoice Mailer

- send invoices to all invoice owners
- send invoices to selected invoice owners ...
- send invoices with selected price types to invoice owners...
- send unpaid invoices
- send invoices missing billing information to selected invoice owners...

Prepend custom message to invoice emails?

Send Invoices

4. You may click “Send Invoices” to send users a message with your default core text, or you may check the “Prepend custom message to invoice emails” box to add a custom message.

Prepend custom message to invoice emails?

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Please find an invoice attached for services rendered by the PSOM Demo Core. If you have any questions related to the charges, please contact the Technical Director.
Thank you for using the Core's services.

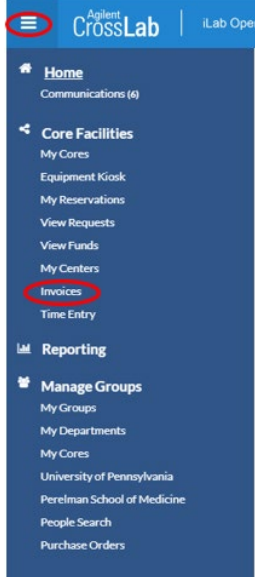
p

Send Invoices

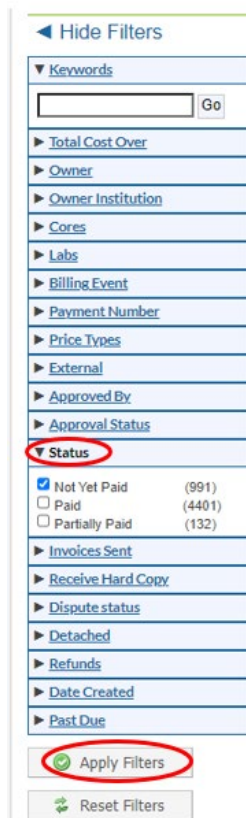
5. After clicking “Send Invoices” your chosen recipients will receive a copy of the message. The message will contain a PDF attachment of the relevant invoice, as well as a link that the recipient can click to view the invoice in iLab.

How can I quickly contact users with unpaid invoices?

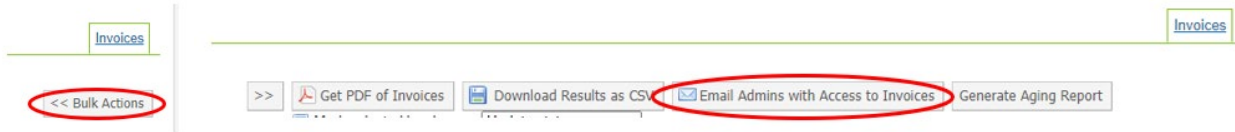
1. Click the three-bar icon in the upper left corner of your iLab homepage, then click “Invoices”



2. You will be shown all invoices for your core or cores from the past year. You may use the left panel filter menu to narrow down your results by institution, lab, total cost etc., or to be shown older invoices (“Date Created”). To filter for unpaid invoices, update the “Status” filter to “Not Yet Paid” and click “Apply Filters.” Please note that if you wish to see unpaid invoices older than 1 year, you must also adjust the “Date Created” filter accordingly.



3. After checking and applying your filters, you may contact the owner of a specific invoice by following [these steps](#). To contact multiple users, click the “Bulk Actions” button on the top right of the page, then “Email Admins with Access to Invoices.”



4. Confirm the invoices you would like to send, as well as who you would like to send them to. You may see additional contacts for each invoice by clicking within the “Select Contacts” field.

Displaying Invoices filtered by: x

- Company
 - Psom Demo Core (UPenn)
- Custom Status
 - Not Yet Paid
- Date
 - Between January 30, 2022 And January 30, 2023

Invoice Number	Core	<input type="checkbox"/> Select All Invoices	Select Contacts
PDC-3583039	PSOM Demo Core (UPenn)	<input type="checkbox"/> Select Invoice	<input type="text" value="April Weakley"/> Department Managers William Researcher Principal Investigators Curtis Embree
PDC-3583038	PSOM Demo Core (UPenn)	<input type="checkbox"/> Select Invoice	
PDC-3478359	PSOM Demo Core (UPenn)	<input type="checkbox"/> Select Invoice	
PDC-3476485	PSOM Demo Core (UPenn)	<input type="checkbox"/> Select Invoice	

5. Compose your message and click “Send message & Invoice PDF.” Please note you may include additional email addresses; however these individuals must be registered iLab users. If you include a link in your message, recipients must have appropriate iLab access to view it (for example links to specific iLab invoices). You will receive a copy of this message, provided the “send me a copy of this email” box remains checked.

Additional Email Addresses:

Recipients must be registered iLab users with appropriate access in order to view all content included in this message. Some links or additional content may not be accessible.

Email subject:

Message

send me a copy of this email