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**What is a Service Center?**

According to the Business Procedures Manual for UK Appendix 4 – Service Center and Recharge Operations 3.0., a service center is defined as follows:

Service centers are operating units that provide goods and/or services, primarily to University departments, for a fee based upon **actual incurred costs** and have total annual **direct costs** exceeding $50,000. Two categories of service centers are recognized at the University of Kentucky. Policies and procedures for service centers are discussed in Section 4.

1. **Major service centers** have total annual **direct costs** exceeding $500,000. Cost components that may be included in the **billing rate** for a major service center are the total **direct cost** of operations plus **indirect costs** for building **depreciation**, equipment **depreciation**, and **maintenance and operations**. Major service centers have a budget family of 21.

2. **Minor service centers** have total annual **direct costs** exceeding $50,000 but not greater than $500,000. Cost components that may be included in the billing rate are the total **direct cost** of operations plus **indirect costs** for equipment **depreciation**. Minor service centers have a budget family of 22.
Research Service Centers on UK Campus

Division of Lab Animal Resources ............................................. 204 Health Sciences Research Bldg
Transgenic Mouse Facility .................................................................................................................. 226 Combs Building
Electron Imaging Facility, 1st location ......................................................................................... 001 Health Sciences Research Bldg
Electron Imaging Facility, 2nd location ......................................................................................... 074 Biomedical Biological Sciences Research Bldg
Flow Cytometry Facility .................................................................................................................. MS408 Medical Education Building
Magnetic Resonance Imaging & Spectroscopy Center......................................................... 028 Whitney Hendrickson Facility
Microarray Facility ....................................................................................................................... 156 Health Sciences Research Bldg
Microarray Facility, PCR Lab ........................................................................................................ 346 Health Science Research Bldg
Clinical Research Development and Operations Center .................................................... Room C300 Hospital
Human Development Institute Copy Center .............................................................................. Suite 712 KU Building, 1 Quality Street
Mass Spectrometry Facility ......................................................................................................... 048 ASTeCC Bldg
Structural Biology Facility .......................................................................................................... 0154 Biomedical Biological Sciences Research Bldg
Rodent Behavior Core ..................................................................................................................... 059 Biological Pharmaceutical Bldg
Survey Research Center ............................................................................................................. 304 Breckinridge Hall
Billing for your services

Billing for the Research service centers is processed through the RABIT database. The services performed by each service center are entered each month by either a chosen member of each service center or Darlene Hisel. When a faculty member, or their representative, requests a service they must give a valid account number on which to process the charges. Once the service is complete, the service center member will enter the data into RABIT. Each 10-digit account has a corresponding budget officer. If the budget officer is not found in RABIT, please contact Darlene Hisel and she will enter the budget officer into the database. Sometimes two or more faculty members share an account number and are co-investigators on an account. This is acceptable in RABIT but when entering data for these types of accounts, note which investigator the charge is for in the remarks field of the transaction screen. This will show on the invoice that is sent to the main investigator. All invoices for UK faculty are processed on the second business day of the following month. For example, invoices for July are processed on the second business day of August. These invoices are electronically sent via email to the faculty member and the business officer noted on the account. All invoices for outside customers are mailed out via the United States Postal Service by Darlene Hisel.

Occasionally a faculty member or business officer will request that posted charges be moved to another account. Determine the reason for the transfer. If the service center made a mistake in charging the wrong account, then the service center, or Darlene Hisel, will correct the mistake. If the service center was given incorrect information, the department business officer will need to make the correction.

Should a rate for a service need to be changed, please contact Nancy Ison. Rates are set on an annual basis and approved in Sponsored Projects Accounting and the University Budget Office. It is possible to change rates mid-year, but should be avoided. Should you have any questions concerning accounts, business officers or invoices you can contact Darlene Hisel (257-4257 or dhisl0@uky.edu) or Nancy Ison (257-1116 or nancy.ison@uky.edu).
Credit Card Payments from External Customers

We can accept credit card payments for services from external customers. Please obtain the following information from them over the telephone:

Type of credit card (Visa or MasterCard only)
Card number
Expiration Date
Security Code on back of Card
Name on the card
Card holder address and address where receipt should be mailed, if different

Once you have this information, call either Darlene Hisel or Nancy Ison with the information. Destroy the information. Do not leave the information for Darlene or Nancy on their voice mail. Do not send it via email. Do not fax it to them. This is the most secure way to transfer a customer’s credit card information.
Ordering

Gases:
Scott-Gross e-Store
This new site is designed to service UK departments. It is a secure and simplified way to order gases. The site includes all Scott-Gross Company, Inc. UK contract items and reflects the contracted pricing. Choose below for instructions on getting started on the site or go directly to the site to order.

As a reminder, for any single item/equipment that is $2,000.00 or more, a requisition will need to be done in SAP for the purchase of that item. All Procurement Card policies and procedures apply.

For questions on getting started, about the site or to order an item not listed on the site, contact 859-252-7667 or 800-967-6874. Please note that orders requesting same day delivery must be called in to customer service (859-252-7667). Questions can also be emailed to cservice@scottgross.com.

- Instructions (http://www.uky.edu/Purchasing/docs/scottgrossinstr.pdf)
- Scott-Gross e-Store (http://www.scottgross.com/)

Copier and Printer Supplies:
Please feel free to call or email to place your order.

Darcy Downey, Major Account Manager - Printers and supplies
Ricoh
Toll free number: 866-230-8100 x 41564, Fax: 502-671-6793
Email: Darcy.Downey@ricoh-usa.com

To Order Online:
Purchase of IKON supplies requires a registration process. If you have already registered with a personal login ID click HERE (https://www.ikonsupplies.com/registration/signin.jsp) to access the IKON Supplies Site and proceed with your purchase. If you are not yet currently registered, click HERE (https://www.ikonsupplies.com/registration/registration.jsp) for instructions to establish your account.

Please have the following information for the Registration process:
- Enter your email address to be used for your login ID.
- Enter a password that you will remember.
- Enter your department name.
- Enter "uofksupplies" in the IKON Registration Code field.
- Complete the rest of the required fields on the form and click the "Continue" button at the bottom of the form.

Computers and Supplies:
For software or hardware peripherals, please contact either Steve Creager at screa2@email.uky.edu or Greg Franseth at gfran2@email.uky.edu, copying Nancy Ison.

If you need a new computer, please contact Nancy Ison first to ensure you have money in your budget and to have the purchase approved. Once you have the purchase approved, please contact Steve Creager.

For other supplies, contact Darlene Hisel if she does the ordering for your service center. If you do the ordering for your service center, please use SRM and open a shopping cart to order through Office Max or open eBuy and order through Dell Premiere.
Using the ProCard:

Service center personnel receiving a departmental ProCard must complete a Cardholder User Agreement and attend Procurement Card Training. There are strict guidelines about the types and dollar amounts of purchases that can be made.

If you place orders for supplies with a vendor using a departmental card that is in Darlene's name, make sure the vendor recognizes that UK is a tax-exempt organization. If they do not, contact her so she can set up a tax-exempt account with the business. For purchases other than routine supplies, notify Darlene in advance of placing the order, to insure that it falls within the guideline.

When using the ProCard, the user is responsible for obtaining all receipts and invoices and sending them to Darlene in a timely fashion. If packing slips are received those should be sent to her as well.

You should never send ProCard information in an email, via fax or leave it on a voice message to a business. This leaves your ProCard information vulnerable to identity theft and susceptible to fraud. Only give ProCard information over the phone, in person or on a secure internet site.
Phone Problems:

Should you need Communications service on phone, fax, Ethernet or network line, please contact Nancy Ison. Please have the following information available:

The reason/need you are calling
The room number and building code for service
The account number for your service center
A contact person for communications
A contact phone number for communications

A Communications request will be sent. You will be copied on correspondence regarding the request.

Computer Problems:

Should you experience problems with your computer, please contact the Research IT department. Please send an email to resis@uky.edu, or use the Kaseya icon on your desktop.
Travel

See complete travel instructions in the Business Procedures Manual E-5-1 and Section 5 of the RAFA Administrative Manual. Please follow these links:
incent link for RAFA Ad. Manual

Darlene Hisel is available to assist you with booking your flight, paying registration fees on the departmental ProCard, and filing the travel reimbursement form when you return. Remember to keep all documentation, including conference registration confirmation (this may be months in advance of the conference, forward to Darlene ASAP), airfare and hotel receipts, taxi cab or shuttle services. All items paid for with the ProCard or for which you want to be reimbursed must be documented with a receipt. The only except are meals. Per diem rates will be paid for meals following the guidelines in the Business Procedures Manual.

Air Travel:
When booking airline tickets for professional travel you will need to use Concur. Please use this website: http://www.uky.edu/Travel/cliqbook.html and follow the directions. If you are combining professional travel with personal travel you can book your travel arrangements outside UK; however you will need to do a comparison estimate thru Concur on the exact date and times of your flight. If you do not do this comparison estimate thru Concur you will risk not being reimbursed for your airline travel. It is always better to book your travel thru the approved UK travel site, Concur.

Conference Registration:
When registering for a conference, it is best to use the UK ProCard. Only the registration fees can be charged, not a personal membership fee. If personal membership fee is included in conference registration, payment will need to be made with personal funds and the registration portion reimbursed through the Travel Program. When you register for a conference, please send the registration confirmation for Darlene Hisel to use when the charge comes through. You may also use the ProCard to register your lodging for the conference. Sometimes hotels will require verification of the ProCard holder and in that case, please have them fax the application form to Darlene Hisel at 859-323-5857.
Equipment Maintenance:

If equipment that is still under warranty needs maintenance or repair, contact the manufacturer. When service is performed, send correspondence and documentation to Darlene Hisel, as there may be charges incurred for parts or services not covered.

Service centers are encouraged to include equipment that is no longer under warranty in the Managed Maintenance Program, operated by Unity Lab Services. Under this program, service centers receive a substantial discount, and regular preventive maintenance is performed. More about this program can be found here: http://www.research.uky.edu/vpresearch/guide/equiprepair.html

Purchasing New Equipment:

When new equipment is needed, a justification for and projected costs of the purchase and shall be submitted by the Director to Nancy Ison. Funding sources will be reviewed and the request will then go to the appropriate Vice President for approval. A quote for the desired equipment is helpful, if a specific vendor is preferred or required.
How to Call Long Distance

When a long distance number is dialed, you will be prompted by a series of beeps to enter your UK personal Identification number.

When making international calls, please contact Nancy Ison to obtain a long distance calling card.

Directory

Administrative & Fiscal Affairs
Duncan, Judy 7-8286
Harmon, Christian 7-6056
Hisel, Darlene 7-4257
Ison, Nancy 7-1116
McClintock, Joel 7-1242
Smith, Toni Lynn 7-8288
Wheeler, Bill 7-3339

Information Services
Beech, Lisa 7-8294
Creager, Stephen 7-5464
Franseth, Greg 7-8308