Please read this message if you use a shared core research lab at USC that bills for services to its users.

USC is initiating the use of CORES (Core Ordering and Reporting Enterprise System) software this month for a group of eight pilot core laboratories. CORES is the component of the TARA (Total Access for Research Administration) project that automates billing for shared laboratories.

CORES works in two ways. First, the Core Manager can enter an order on your behalf, using the account number you provide, and for which you are authorized to use. In addition, the Molecular Imaging Center - Small Animal Imaging core allows users to reserve core devices within the software. To do so, follow the attached instructions.

Core users will also be able to place an order directly within the software, indicating the desired service, order quantity and your account number (selected from your drop down list). This service will be available to core users for cores that have enabled this function.

CORES Process
At the start of each month, CORES automatically runs the invoicing process for the orders entered for the prior month as follows:

1. An e-mail with a link to CORES is sent to the owner of each account used to purchase services from participating cores. The email arrives with Subject Line: University of Southern California Invoice, and Sender: chenbeve@usc.edu.
2. If you receive an e-mail, click on the link to access your CORES accounts. Enter your USC username and password in the login screen.
3. After entering CORES, view your invoices covering all charges and appropriate discounts for all of your accounts, covering all participating core laboratories. A separate invoice covers all transactions for each account.

In addition to sending invoices to users, CORES generates a file for The Office of Finance to automatically credit and debit accounts.

Checking Your Bill
If the invoice looks accurate, do nothing, as charging will occur automatically. If you question any charges, follow the link to enter a dispute. To do so, follow the attached instructions. Your dispute is then routed to the core manager for resolution. All disputes must be submitted before the end of the month. Any refunds will be credited in the next month.

Initial Core Laboratory Participants
If you have used any of the following laboratories during March, you should receive an integrated bill during the second week of April, like the one attached.

- DNA Oligo
- DNA Sequencing
- Genomics
- Methylation
- NanoBiophysics
- Center for Electron Microscopy and Microanalysis
• Molecular Imaging Center - Small Animal Imaging
• Cancer Research Informatics Core

You will not receive a bill if you have not used these labs.

Delegating Access and Responsibility
Account owners may grant access to their accounts to other investigators at their discretion. To do so, follow the attached instructions.

The account owner may also delegate review of the invoice to another person (example: business office). Contact Melody Tang (mtang@usc.edu) if you would like this capability.

Future Steps
Over the next 12 months, CORES will be expanded to additional laboratories, with the goal of attaining participation from all major laboratories in the next six months.

• Should you have a question about CORES, contact Beverly Chen at: chenbeve@usc.edu

• For more information on the TARA project, go to: https://research.usc.edu/uscd-research-administration-system/

• For more information on USC’s Core Laboratories, go to: https://research.usc.edu/facilities/

• To start using CORES for a core laboratory that you manage, contact Melody Tang: mtang@usc.edu

• To use CORES, go to: https://cores-usc.mis.vanderbilt.edu