



To: Users of optical microscopes in the RII Imaging Cores – Optical

From: Helena W. Morrison, PhD RN, Lead Faculty Research Advisory Committee Optical Imaging Cores
Ryan Sprissler, PhD, Associate Director of Operations, RII Core Facilities
Douglas W Cromey, Co-Manager, Imaging Cores - Optical
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Denise Dellinger, Manager, FSO-Rate Studies

Date: May 25, 2021, revised January 21st 2025

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

After discussion with the Leads of the Faculty Research Advisory Committee (FRAC) for the RII Imaging Cores - Optical, 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 the optical microscopes in both locations of the RII Imaging Cores - Optical:

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 Ryan Sprissler, PhD at ryans1@arizona.edu.

CC:

Elliott Cheu, PhD, Associate Vice President, Research Centers and Institutes