



Subject and Task: Monitor Service Request Progress

1.) Monitor the Service Request progress by following these status definitions, <https://help.ilab.agilent.com/37448-managing-view-all-requests/266105-statuses-of-requests>.

date	for	service id	status	payment number	cost
Feb 08 (Feb 08 2024)	Bill Hogsett Hogsett, Bill (BH) Lab	CWRUM.SR-BH-2 Test (Matt delete...	Waiting for Core to Agree		\$0.00 (\$0.00)

Note: If the Request to your Core is the color red with the comment of “Missing external customer ID”, instruct the customer to visit the following link and register the lab with CWRU.

[CWRU iLab External User Registration \(google.com\)](https://www.google.com)

date	for	service id	status	payment number	cost
Mar 21 (Mar 21 2024)	Jessica [redacted] [redacted] (LRI) Lab	HBCTC-[redacted] Biorepository Sam...	Missing external customer ID Processing	PO	\$1,930.00 (\$1,930.00)

2.) Select “Complete” to complete Service Request and send charges to the billing queue.

date	for	service id	status	payment number	cost
Jun 10 (Jun 10 2024)	Internal iLab Test user Admin Lab (CWRU)	CWRUM.SR-IITU-7 Test (Matt delete...	Processing		\$40.00 (\$0.00)