

McGowan Flow Facility Updates Policy

Thanks to our researchers, the McGowan Flow Facility has had a very productive year. Scheduled appointment time has doubled in the past 6 months. As some researchers have recently realized, appointment requests for 'next week' can no longer be accommodated as easily as they once were. In order to better serve you and respect everyone's valuable time and work, we feel it is necessary to adapt our current scheduling and billing policy to better utilize the available time on the Aria cell sorter. No changes are currently planned for the Quant. Changes will become effective on July 1, 2017 and can be accessed on our [website](#).

Scheduling Policy:

- Appointment requests must include the following information: PI/Grant name, cell type, species, approximate cell size in microns, known biohazards, colors used in experiment, analysis (number of tubes, not including compensation tubes) or sort (number of sort tubes, approximate total cell number per tube and desired collection device), preferred dates/times. This will be strictly enforced. If the info is the 'same as last time', please provide the date of the previous experiment. This information will help the facility determine the correct instrument setup and more accurately estimate the time required to complete your work.
- Minimum booking time is 30 minutes.
- All researchers are encouraged to plan ahead and schedule appointments for all required time points prior to starting an experiment. This will ensure the sorter and operator will be available for each desired time point in your experiment.
- Please do not schedule appointments until you have all required reagents in-house or a confirmed shipping date from the supplier.
- Significant changes to any appointment must be authorized by the facility to ensure adequate time is reserved. 'Significant' is defined as an increase or decrease of greater than 20% in the number of tubes for analysis or sorting, a change between analysis and sorting, or a greater than 10% increase or decrease in the number of cells in the sort tubes. Unauthorized work will not be permitted to impinge on other reserved time. If possible, the deferred work may be completed at a later time.
- The current [Aria schedule](#) can be viewed on-line.

Billing Policy:

- Appointments will now be billed as time used or time reserved, whichever is longer. If you request time to analyze 50 tubes but only bring 20, you will now be billed for the unused time. Accurate time estimation when an appointment is scheduled will enable more efficient scheduling and instrument usage for all researchers as well as lower overall bills.
- A 15 minute grace period may be extended to tardy appointments. However, you must notify the facility or billing will begin from the scheduled start time.
- Notification of cancellation should be done via email. Cancellation time is now **two** business days (by 12noon) prior to your appointment. If the facility is unable to rebook the reserved time, you will be billed for the unused time. Exceptions will be made for human surgical tissue samples but please notify the facility via email as soon as possible. Other exceptions are at the discretion of the facility manager.
- No shows will be billed for all unused reserved time, no exceptions.
- The Flow Rewards program will be discontinued for both the Aria and Quant. All reward time must be used within six months (Dec 16, 2017). For accumulated usage time greater than 50% of the required accumulation, prorated reward time will be honored and must be used within six months (Dec 16, 2017).