



King Abdullah University  
of Science and Technology



# **KAUST Core Labs RFS User Manual**

## **For External User (University, Industry, Government)**

**Version: 2.1**

## Document History

### References

Document Name	Version	Remarks
KAUST_CL-RFS_SDD_V1.7	V1.7	
Core Labs_RFS System_Blueprint_V2.0_Updated Final[1][1]	V2.0	

### Contributors

Name	Position
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### Reviewers

Name	Position
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Lisa Baracco	Technical Officer

### Revision History

Date	Author	Version	Change Reference
12-Jan-17	Ashvitha Loganathan	V0.1	Draft
13-Jan-17	Jyothi Kumar	V0.2	Create RFS Section
16-Jan-17	Lakshmi Arcot	V0.3	Change Password Section
17-Jan-17	Rahul Billorey	V1.0	Release
01-Feb-17	Rahul Billorey	V2.0	Updated inputs from KAUST team
21-Feb-17	Lisa Baracco	V2.1	Format review

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## 1. Account Creation and Login Processes

Please use Google Chrome, Firefox Mozilla or Safari to access the RFS system, and do not use Internet Explorer.

To access the system, please visit the Core Labs website: <https://corelabs.kaust.edu.sa/services/request>



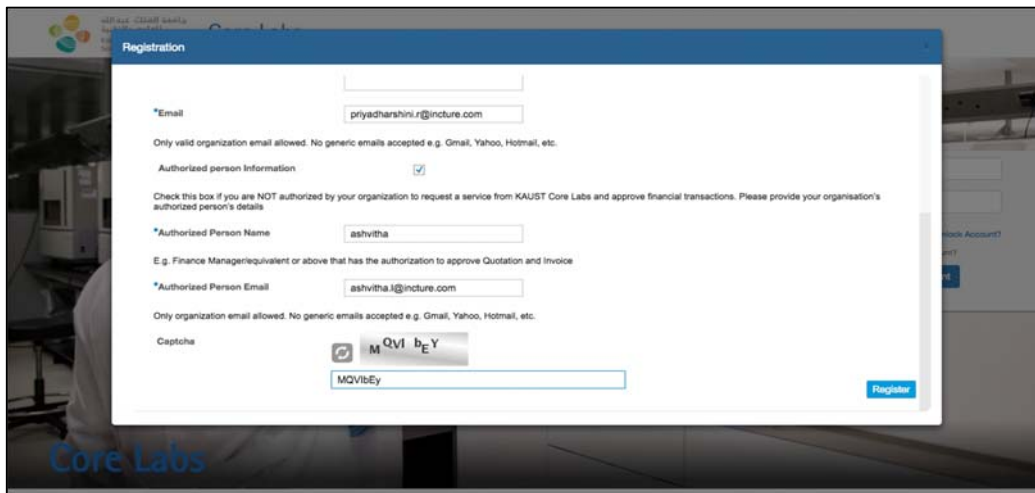
To create an account, click on 'Create an account' button. Registration window will pop up as shown below. User needs to fill all the mandatory fields.

*Note: Fields marked with Asterisk (\*) are mandatory.*

The image shows a 'Registration' form with the following fields:

- \*First Name: ASHVITHA
- \*Last Name: LOGANATHAN
- \*Type of Organization: Industry
- Position: CONSULTANT
- \*Organization Name: ABC INDUSTRIES
- Are you KAUST Research Park Tenant?: ☐
- Department: IT
- \*Telephone: 91-6789567892
- \*Country: India
- Post Code: 560234
- \*Address: NO.51,5TH CROSS,M.G.ROAD, BANGALORE
- \*Email: ashvitha.l@indure.com
- Only valid organization email allowed. No generic emails accepted e.g. Gmail, yahoo, Hotmail...etc.
- Authorized person Information: ☐

User must check the box Authorized Person Information ☒ if the request to be submitted needs approval for financial reason or otherwise from personnel authorized by the user's organization.



**Registration**

\*Email: priyadharshini.r@incture.com

Only valid organization email allowed. No generic emails accepted e.g. Gmail, Yahoo, Hotmail, etc.

Authorized person Information: ☒

Check this box if you are NOT authorized by your organization to request a service from KAUST Core Labs and approve financial transactions. Please provide your organisation's authorized person's details

\*Authorized Person Name: ashvitha

E.g. Finance Manager/Equivalent or above that has the authorization to approve Quotation and Invoice

\*Authorized Person Email: ashvitha.i@incture.com

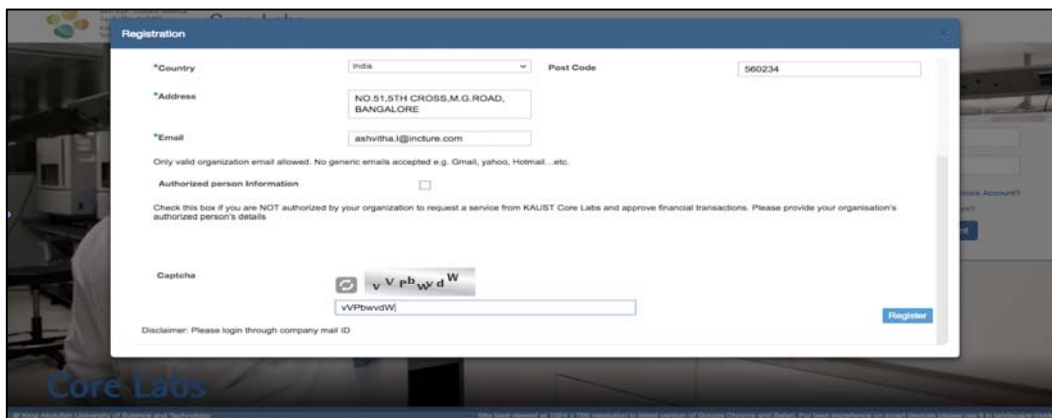
Only organization email allowed. No generic emails accepted e.g. Gmail, Yahoo, Hotmail, etc.

Captcha: MQVi bE Y

MQVi bE Y

**Register**

Click on 'Register' button as shown in the below screenshot.



**Registration**

\*Country: India Post Code: 560234

\*Address: NO.51,5TH CROSS,M.G.ROAD, BANGALORE

\*Email: ashvitha.i@incture.com

Only valid organization email allowed. No generic emails accepted e.g. Gmail, yahoo, Hotmail, etc.

Authorized person Information: ☐

Check this box if you are NOT authorized by your organization to request a service from KAUST Core Labs and approve financial transactions. Please provide your organisation's authorized person's details

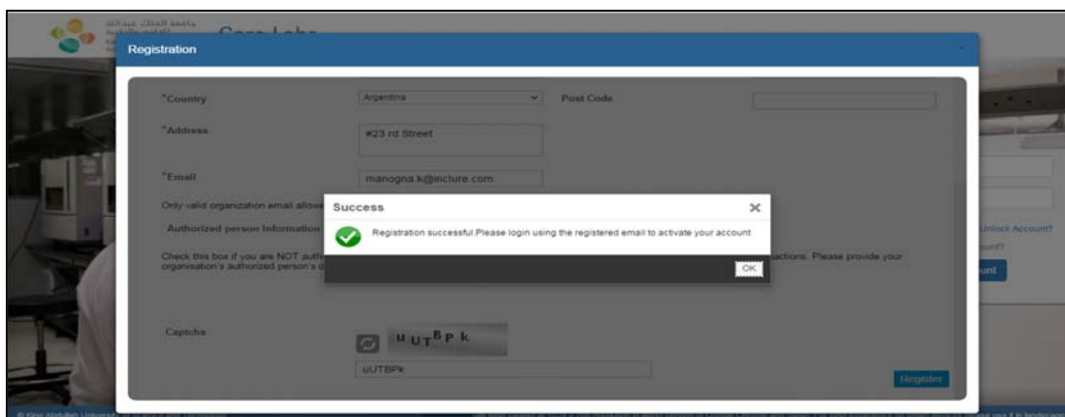
Captcha: v V p b W d W

v V p b W d W

Disclaimer: Please login through company mail ID

**Register**

After clicking the 'Register' button a message advising successful registration will pop up, as shown in the below screenshot.



**Registration**

\*Country: Argentina Post Code:

\*Address: #23 rd Street

\*Email: manogna.k@incture.com

Only valid organization email allowed

Authorized person Information: ☐

Check this box if you are NOT authorized by your organization to request a service from KAUST Core Labs and approve financial transactions. Please provide your organisation's authorized person's details

Captcha: u U T B P k

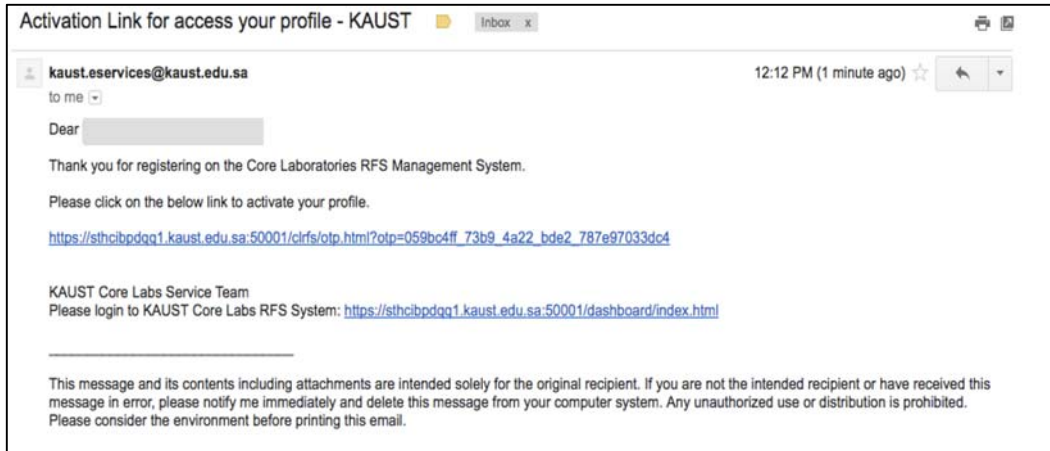
u U T B P k

**Success**

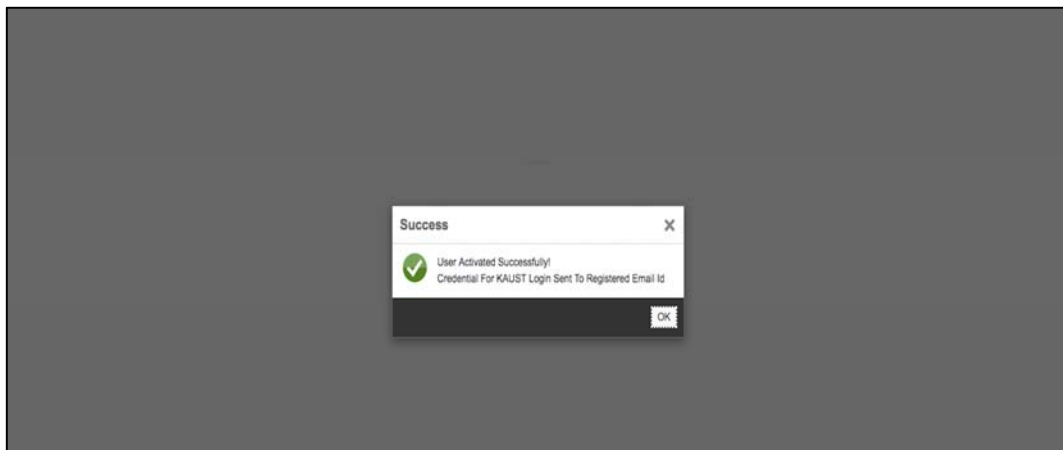
Registration successful Please login using the registered email to activate your account

**OK**

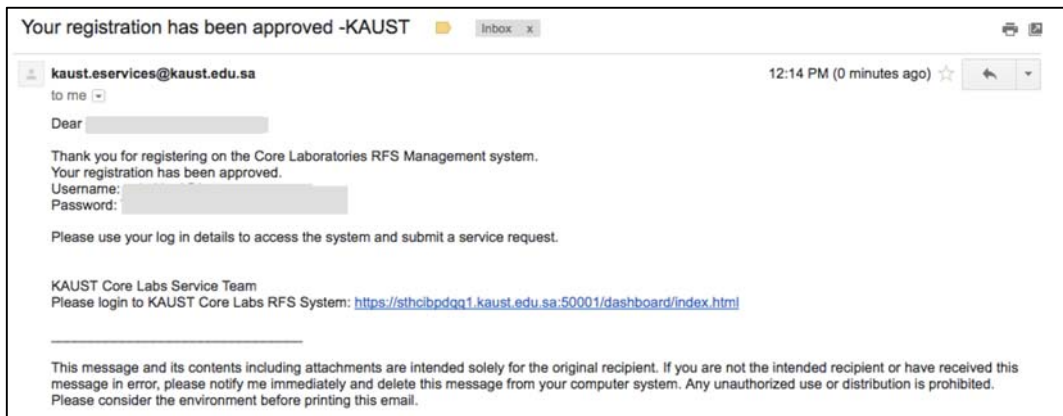
User will also receive an activation link via email as shown below.



User must click on the provided link in the email to activate the profile and the below message will appear upon successful activation of the profile.



User will receive Username and Password on the registered mail ID. Please login to the site with the provided Username and Password.

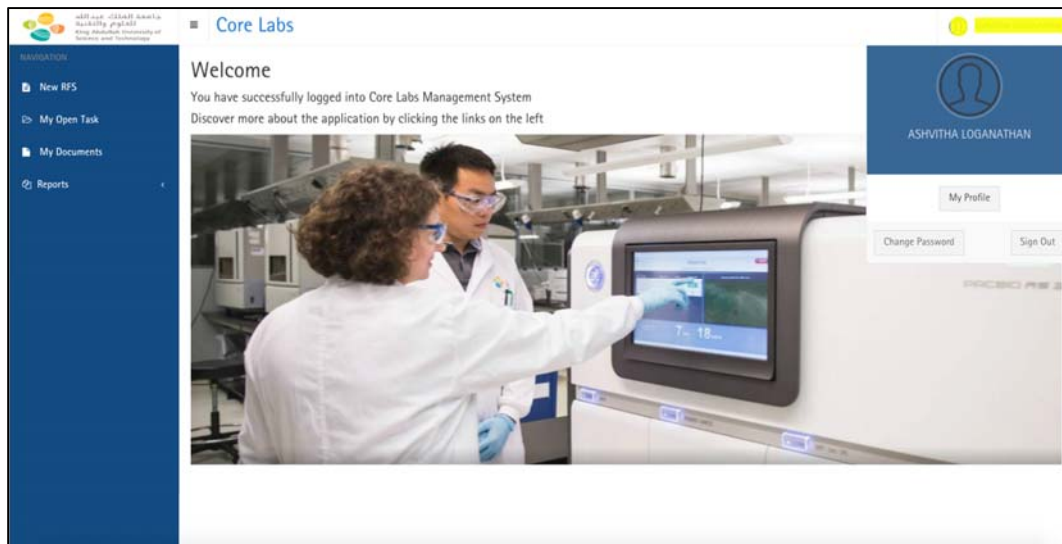


User have option to reset password or unlock the account in case of forgotten password.



## 2. Profile Update and Password Change

User can update their profile by clicking on Username, refer to the highlighted section in below screen, and on 'My Profile' to update the profile details.



Upon successful update, User will receive a message as per below.

The screenshot shows the 'Update Profile' form in the Core Labs system. The form is titled 'Update Profile' and contains the following fields:

- \*First Name: ASHWITHA
- \*Last Name: LOGANATHAN
- \*Type of Organization: Industry
- Position: ASSOCIATE CONSULTANT
- \*Organization Name: ABC INDUSTRIES
- KAUST Research Park Tenant: ☐
- Department: IT
- \*Telephone: 91-1234567890
- \*Address: NO.51,5TH CROSS,M.G.ROAD, BANGALORE
- \*Country: India
- Post Code: 560234
- Authorized Person Required?: ☐
- Authorized Person Email: ashwitha.l@nicture.com

A success message dialog box is displayed over the form, indicating the profile was updated successfully. The dialog box contains the text 'Success' and 'Updated Successfully' with an 'OK' button.

*Note: Only editable fields can be updated.*

To change password, click on 'Change Password'. User can enter new password (AlphaNumeric Characters).

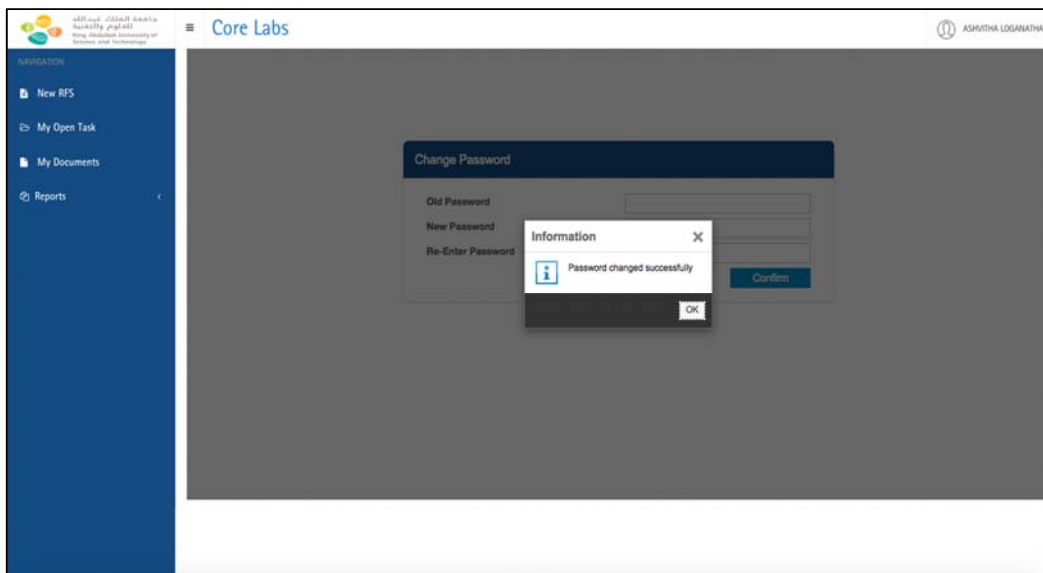
The screenshot shows the 'Change Password' form in the Core Labs system. The form is titled 'Change Password' and contains the following fields:

- Old Password: \*\*\*\*\*
- New Password: \*\*\*\*\*
- Re-Enter Password: \*\*\*\*\*

A 'Confirm' button is located at the bottom right of the form.

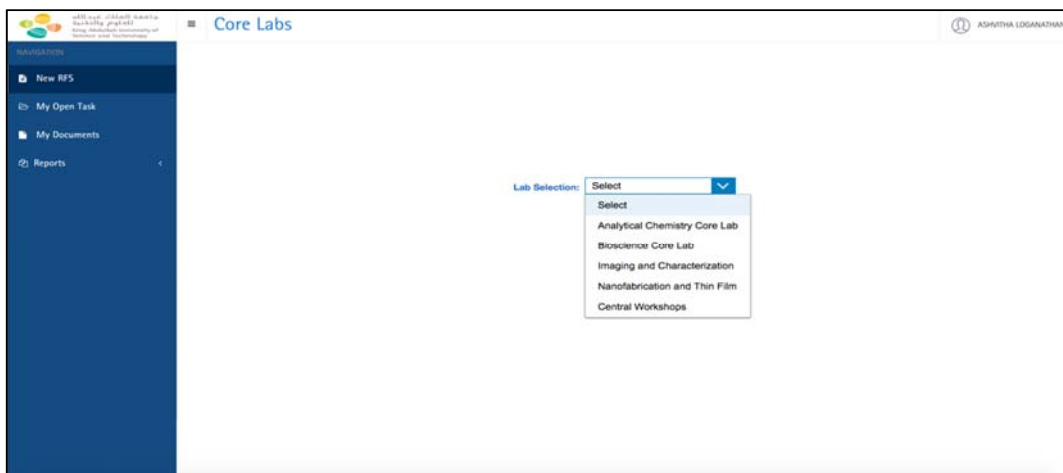


Upon successful update, User will receive message as shown in the below screenshot.



### 3. Create New Request

To create a new request, click on 'New RFS' in the navigation panel and select the relevant Core Lab, as shown in the below screenshot.



User needs to complete all mandatory sections in the request form. Please note, each labs may have different sections in their request form. Each section can be accessed by clicking each section title or 'Next' button.

**Core Labs** | ASHVITHA LOGANATHAN

NAVIGATION: New RFS, My Open Task, My Documents, Reports

RFS Submission → Scope and Charges → RFS Report

REQUEST FOR SERVICE Core Labs and Major Facilities: Analytical Chemistry Core Lab | Date: 06/01/2017

**Requester Information** | Service Area Section | Sample Section | Sample Delivery Section

*First Name	ASHVITHA	*Last Name	LOGANATHAN
*Type of Organization	Industry	Position	ASSOCIATE CONSULTANT
*Organization Name	ABC INDUSTRIES	Department	IT
*Telephone	91-1234567890	*Email	ashvitha.j@inature.com
Authorised Person Name		Authorised Person Email	
KAUST Customer Account No.			

Save Prev Next

User can attach any files, if required. Upon successful upload of file User will receive a message as shown in below screenshot.

**Core Labs** | Rahul Bili

NAVIGATION: PI Registration, PI Approval, New RFS, My Open Task, My Documents, Documents Review, Task Management, Role Management, Reports

RFS Submission → Scope and Charges → RFS Report

REQUEST FOR SERVICE Core Labs and Major Facilities: Analytical Chemistry Core Lab | Date: 30/01/2017

**Requester Information** | **Service Area Section** | Sample Section | Sample Delivery Section

\*Service Area: Solid Phase  
 \*Requested Completion Date: 04-02  
 \*Brief Description of Service Requested: To building blocks that have two function groups are used.  
 \*Aim of Study: To building blocks that have two function groups are used.  
 \*Expected Results: To building blocks that have two function groups are used.  
 \*Method: To building blocks that have two function groups are used.

Upload your file: [Browse] [Upload]

**Upload Success**  
 File uploaded successfully  
 OK

SL No.	Document Name	Created By	Created On
1	Models_pros_cons_2017.Jan03Q14.23.36.022.docx	Rahul Biliorey	30/01/2017

Save Prev Next

**Core Labs** | ASHVITHA LOGANATHAN

NAVIGATION: New RFS, My Open Task, My Documents, Reports

RFS Submission → Scope and Charges → RFS Report

REQUEST FOR SERVICE Core Labs and Major Facilities: Analytical Chemistry Core Lab | Date: 06/01/2017

**Requester Information** | **Service Area Section** | **Sample Section** | Sample Delivery Section

No. of Samples: 12

☒ Toxic ☐ Solid/Bulk ☒ Powder  
☐ Film ☒ Organic ☐ Inorganic  
☐ Fluid

**Samples/Data Specifications**  
 A qualitative analysis determines the presence or absence of a particular compound, but not the mass or concentration. By definition, qualitative analyses do not measure quantity.

**Specific Instructions**  
 A qualitative analysis determines the presence or absence of a particular compound, but not the mass or concentration. By definition, qualitative analyses do not measure quantity.

Upload your file: [Browse] [Upload]

SL No.	Document Name	Created By	Created On
1	web_2017.Jan06(09:58:38:125.xml	LOGANATHAN, ASHVITHA	06/01/2017

Save Prev Next

Fill in the details in Sample Delivery Section.

The screenshot shows the 'Core Labs' web application interface. The left sidebar contains a 'NAVIGATION' menu with options: 'New RFS', 'My Open Task', 'My Documents', and 'Reports'. The main content area is titled 'REQUEST FOR SERVICE Core Labs and Major Facilities: Analytical Chemistry Core Lab' with a date of '06/01/2017'. The breadcrumb trail is 'RFS Submission → Scope and Charges → RFS Report'. The 'Sample Delivery Section' is active, showing fields for 'Return Samples' (checked), 'Sample Delivery Mode' (set to 'Other methods, specify' with a dropdown), and 'Report' (set to 'Raw Data + Report' with a dropdown). A text input field contains 'XYZ'. At the bottom right are 'Save', 'Prev', and 'Submit' buttons.

User can 'Save' or 'Submit' the RFS form. A unique "RFS ID#" will be generated and shown in the message dialog on all successfully saved/submitted requests. In case of save, the draft RFS goes to 'My Open Task' where the User can complete and submit the RFS at a later time.

Upon successful submission of RFS, User will receive a notification as shown in below screenshot.

This screenshot shows the same 'Core Labs' interface, but with a 'Success' message dialog box overlaid in the center. The dialog contains a green checkmark icon and the text 'Request created with RFS No. 1001700926'. An 'OK' button is at the bottom right of the dialog. The background form is dimmed, showing the 'Sample Delivery Section' with the 'Return Samples' checkbox now unchecked. The date in the top right corner has changed to '30/01/2017'.

At the same time, User will receive a mail upon successful submission of RFS as shown in following screenshot.

From: <kaust.eservices@kaust.edu.sa>  
Date: Wed, Jan 11, 2017 at 5:46 PM  
Subject: RFS 1001700573 A new RFS request has been submitted  
To: aisurya.puhan@incture.com

Dear Aisurya Puhan,

Thank you for your interest in KAUST Core Laboratories.

Your request has been forwarded to the relevant group for review.  
Please allow 48 hours for your request to be actioned by the relevant Core Lab staff which will change the status of the request to "Scope and Charges Review".  
If no response within this period, please contact [corelabs\\_services@kaust.edu.sa](mailto:corelabs_services@kaust.edu.sa) quoting the RFS ID in the Subject field.

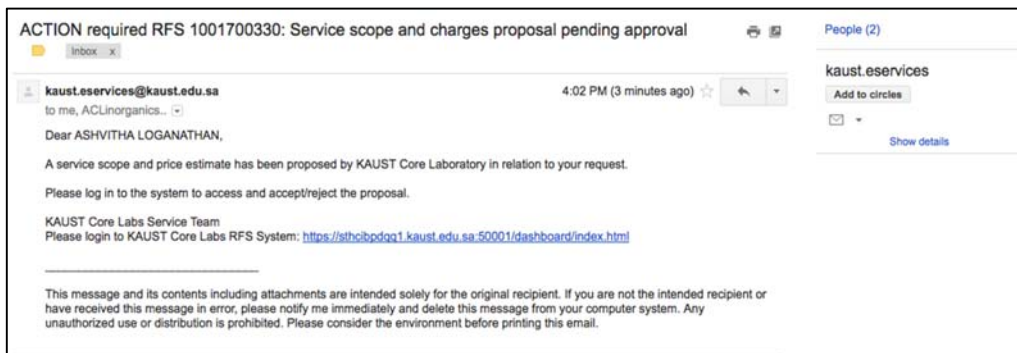
KAUST Core Labs Service Team  
Please login to KAUST Core Labs RFS System: <https://sthcibpdqg1.kaust.edu.sa:50001/dashboard/index.html>

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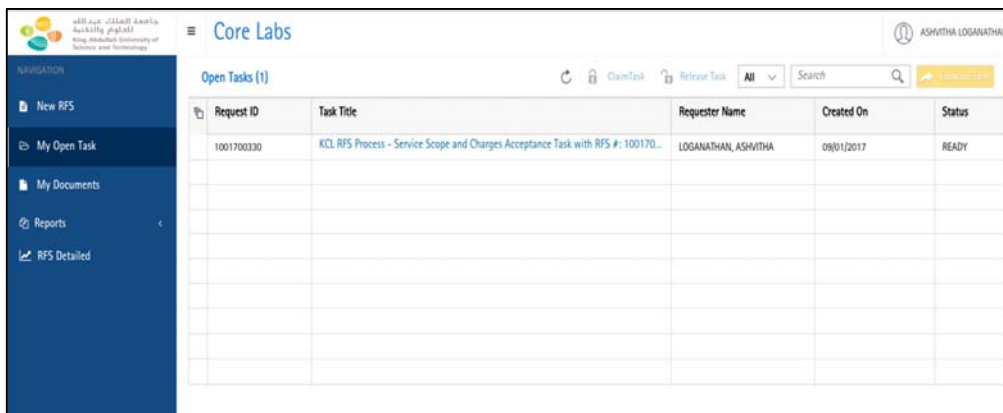
This message and its contents including attachments are intended solely for the original recipient. If you are not the intended recipient or have received this message in error, please notify me immediately and delete this message from your computer system. Any unauthorized use or distribution is prohibited. Please consider the environment before printing this email.

## 4. Service Scope and Charges Acceptance Task

A Service Scope and Charges (SSC) proposal will be sent to User, who will be notified via email, as shown in the below screenshot.



User can view the SSC acceptance task from 'My Open Task', as shown in the below screenshot.



User can Accept/Reject/Request Change in the SSC form by clicking on the corresponding button in the screen, as shown in below screenshot.

**Task Detail**

RFS# 1001700447  
Status: Pending Scope and Charges Approval  
Date: 08/01/2017

RFS Submission → Scope and Charges → RFS Report

**Service Scope and Charges Form**

☒ Routine/Standard  
Service scope agreed by the Requestor and Core Lab Samples identification  
e.g. Sample prep, Approval Requirements.  
Analytical chemistry has been requested since the early stage of chemistry, providing methods for determining which elements and elements are present in the object in question. During this period.

**Definitives**  
Analytical chemistry has been requested since the early stage of chemistry, providing methods for determining which elements and elements are present in the object in question. During this period.

**Sample(s) storage location and condition**  
Analytical chemistry has been requested since the early stage of chemistry, providing methods for determining which elements and elements are present in the object in question. During this period.

**Estimated Service Charge**

**Equipment**

Equipment	Quantity	Unit Price	UCOM	Sub Total
CoreLab-D-2_jul	5	30.00	per hour	150.00
CoreLab-Angle_jul	5	15.00	per hour	75.00
<b>Total Equipment Charge</b>				225.00

**Samples or Consumables**

Samples/Consumables	Quantity	Unit Price	UCOM	Sub Total
1000 L2-PCW_Ring_jul	1	500.00		500.00
<b>Total Samples and Consumables Charge</b>				500.00

**Manpower**

Item	Hours	Unit Price	UCOM	Subtotal
Analysis & reporting	5	30.00	per hour	150.00
Equipment set up	5	30.00	per hour	150.00
Measurement	5	30.00	per hour	150.00
Request review	5	30.00	per hour	150.00
Sample preparation	5	30.00	per hour	150.00
<b>Total Manpower Charge</b>				750.00

**\*Total Estimated Service Charge** 1540.00

**\*Estimated completion date (ECD)** 04/02/2018  
Approved by Core Lab Director: Ranaul Bhatnagar

User will receive the message on successful acceptance of the SSC Form, as shown below

**Task Detail**

**Manpower**

Item	Hours	Unit Price	UCOM	Subtotal
Analysis & reporting	55	30.00	per hour	1650.00
Equipment set up		30.00	per hour	
Measurement		30.00	per hour	
Request review		30.00	per hour	
Sample preparation		30.00	per hour	
<b>Total Manpower</b>				2500.00
<b>*Total Estimated Service Charge</b>				2500.00

**\*Estimated completion date (ECD)** 04/02/2018  
Approved by Core Lab Director: Ranaul Bhatnagar

I hereby accept the Service Scope and Charges and instruct the Core Laboratory to proceed with the analysis.

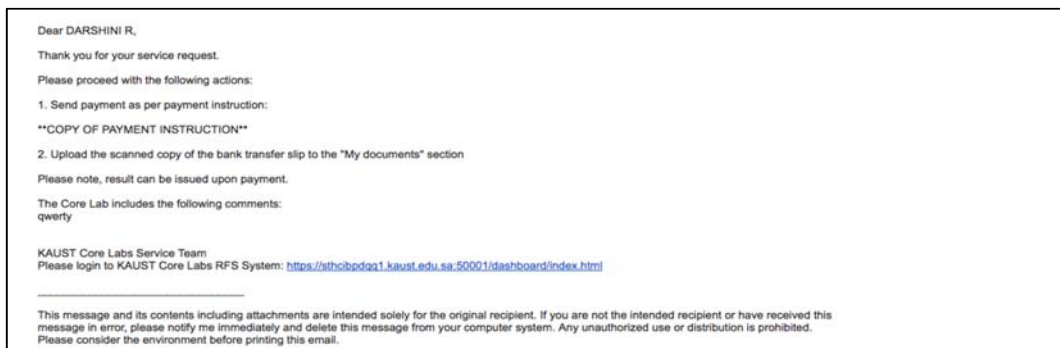
**Request Change** **Reject** **Accept**

**Comments History**

User must provide the comments in case of 'Request change' in SSC form. After a request is processed by the Core Labs Team, User will receive an updated SSC Acceptance task. After accepting the SSC, the RFS goes to the authorized person. The Authorized Person receives a notification via email and can

view the SSC form from 'My Open Task'. The Authorized person can again Accept/Reject/Request Change the SSC form. After SSC Acceptance by both External User and Authorized person, the Request is processed for report preparation.

During Service Level Agreement Verification in case of any pending payment, User will be notified via mail as shown in the below screenshot.



## 5. Sample/Design Upload Confirmation Task

From 'Task Title', User can check the status of the RFS. In 'My Open Task', the task status can be "Reserved" or "Ready". A task remains "Ready" as long as User has not opened the task. If task is opened (or claimed), then task status becomes "Reserved". A task status can be changed from "Reserved" to "Ready" by clicking on 'Release'.

In case of any document/pending information during processing the request at KAUST, end User will be notified via email and will receive Sample/Design Upload Confirmation task in 'My Open Task'. User can upload the required documents in service area and sample delivery section after sending the samples to be analyzed to the relevant Core Lab and confirm it by clicking 'Sample/Design Upload Confirm' button.

## 6. Report Acceptance/Inquiry Task

Following the completion of service, a service report will be sent to User who will be notified via email, as shown in below screenshot.

From: <[kaust.eservices@kaust.edu.sa](mailto:kaust.eservices@kaust.edu.sa)>  
Date: Thu, Jan 12, 2017 at 11:51 AM  
Subject: ACTION required: RFS 1001700573 Service Report  
To: [aisurya.puhan@incture.com](mailto:aisurya.puhan@incture.com)  
Cc: [ACLinorganics.RFS@kaust.edu.sa](mailto:ACLinorganics.RFS@kaust.edu.sa)

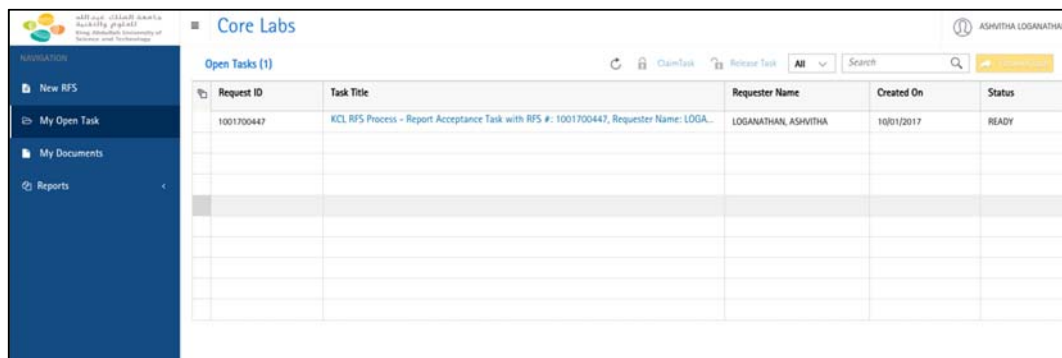
Dear Aisurya Puhan,

Service Report has been sent to your account. Please log in to review and accept the report.

KAUST Core Labs Service Team  
Please login to KAUST Core Labs RFS System: <https://sthcibpdqg1.kaust.edu.sa:50001/dashboard/index.html>

This message and its contents including attachments are intended solely for the original recipient. If you are not the intended recipient or have received this message in error, please notify me immediately and delete this message from your computer system. Any unauthorized use or distribution is prohibited. Please consider the environment before printing this email.

To review the report, User will need to click on Report Acceptance task in 'My Open Task', as shown in below screenshot.



The screenshot shows the 'Core Labs' dashboard with a sidebar menu on the left containing 'New RFS', 'My Open Task', 'My Documents', and 'Reports'. The main area is titled 'Open Tasks (1)' and contains a table with the following data:

Request ID	Task Title	Requester Name	Created On	Status
1001700447	KCL RFS Process - Report Acceptance Task with RFS #: 1001700447, Requester Name: LOGA...	LOGANATHAN, ASHVITHA	10/01/2017	READY

User can inquire or accept the report by clicking the corresponding button, as shown below.

**Task Detail**

RFS# 1001700447 Date: 09/01/2017  
Status: Service Report Sent

RFS Submission → Scope and Charges → **RFS Report**

**Core Laboratory Full Service Report**

RFS Number: 1001700447 Report Number: 2001700447  
Prepared by: Rahul Bilorey

**Requester Details**

First Name: ASHVITHA Last Name: LOGANATHAN  
KAUST ID: ashvitha.I Department: IT  
Telephone: 91-1234567890 Email: ashvitha.i@kaust.edu.sa  
Organization Name: ABC INDUSTRIES Country: India  
Address: NO.51,5TH CROSS,M.G.ROAD PostCode: 560234  
KAUST Customer Account Number: 0010040010

**Service Summary**

Number of samples: 12

**Samples/data specifications**  
Analytical chemistry has been important since the early days of chemistry, providing methods for determining which elements and chemicals are present in the object in question. During this period significant contributions to analytical chemistry include the

**Service scope**  
Analytical chemistry has been important since the early days of chemistry, providing methods for determining which elements and chemicals are present in the object in question. During this period significant contributions to analytical chemistry include the

**Samples**  
Analytical chemistry has been important since the early days of chemistry, providing methods for determining which elements and chemicals are present in the object in question. During this period significant contributions to analytical chemistry include the

**Summary of Analytical Method**  
Analytical chemistry has been important since the early days of chemistry, providing methods for determining which elements and chemicals are present in the object in question. During this period significant contributions to analytical chemistry include the

**Results**  
Analytical chemistry has been important since the early days of chemistry, providing methods for determining which elements and chemicals are present in the object in question. During this period significant contributions to analytical chemistry include the

Upload any necessary documents:

SL No.	Document Name	Created By	Created On
1	Index_2017Jan10[09:05:59:423].html	Rahul Bilorey	10/01/2017

Approved by Core Lab Director:

**Result Acceptance by Requester**

Comments:

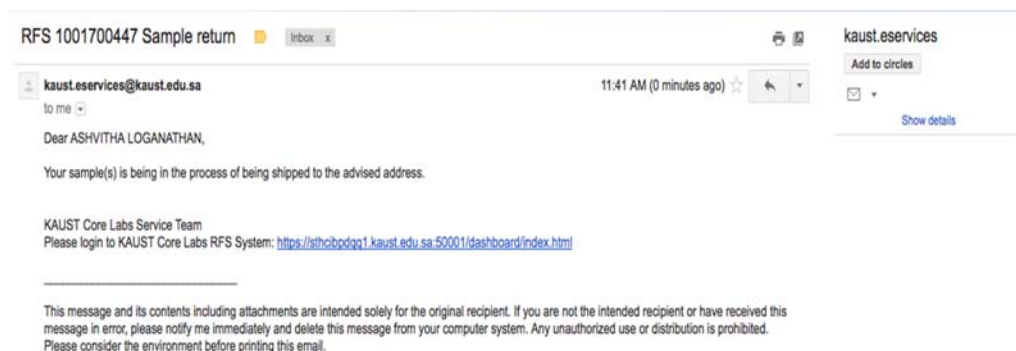
Disclaimer: This report requires the Requestor's acceptance. If the Requestor does not respond within 7 days following the receipt of this report, the report is deemed satisfactory and, hence, final.

**Comments History**

SL No.	Comments	Created By	Created On
No data			

If Inquiry is selected, User will need to describe the questions with respect to the report in the comments box. The lab will respond and update the Service Report, if required, and User will click 'Accept' button to proceed to the next stage.

If User has selected to return the samples while creating RFS, he/she will receive notified via email about the sample return process, as shown below.





## 7. Service Quality Rating

Core Labs would appreciate your view on the service provided to help us improve our services.

After accepting Service Report, User is required to rate the quality of service (Excellent, Good, Average or Poor). An optional comment box is available to provide further details. Click 'Submit' to close the RFS.

### Requester feedback

#### Service Quality Rating

☒ Excellent ☐ Good ☐ Average ☐ Poor

#### Comments

## 8. My Documents

User can upload any documents, either research or business related, in 'My Documents' as shown below.

SL No.	Document Name	Created By	Created On
1	index_2017Jan06(11:12:43:033.html)	LOGANATHAN, ASHVITHA	Jan 06, 2017

## 9. Reports/Dashboards

### RFS Detailed

This feature allows User to have an overview of all submitted requests. It also allows for viewing or downloading related documents including RFS forms, Service Reports and approval records.

It provides User with a mechanism to generate various reports of RFSs by selecting a single or multiple filtering criteria.

User can generate service request report for certain period by selecting 'From date' and 'To date' in

the calendar that pops up after selecting 'Date Range'.

RFS #	User Type	Organization Type	Country	Samples Received	RFS Status	Current Status	Service Charge(\$)	Service Rating
1001700447	EXTERNAL	Industry	India	12	COMPLETED	Completed	1886.50	Good
1001700331	EXTERNAL	Industry	India	20	WIP	Scope and Charges Review	910.80	
1001700330	EXTERNAL	Industry	India	12	COMPLETED	Completed	2482.06	Good

'Advanced Search' provides multiple criteria to filter certain RFS to be included in the report.

User can download the reports (all the data in the table) in Excel format by clicking the 'Download' icon.

To view a specific RFS form, click the required RFS number from the table and the following will appear on the screen.

User can download the document pertaining to a specific RFS number by clicking the Download icon.  
The downloaded report in PDF format is shown in below screen.

The screenshot displays a web browser window with the URL <https://sthibpdqq1.kaust.edu.sa:50001/kcifs/generateRFSPdf>. The page is titled "REQUEST FOR SERVICE" and is for the "Analytical Chemistry Core Lab". It shows a completed form for a Request for Service (RFS) with the number 1001700447, requested on 09/01/2017. The form includes sections for Requester Information and Principal Investigator Information.

**REQUEST FOR SERVICE**  
Analytical Chemistry Core Lab  
RFS: 1001700447  
Requested Date: 09/01/2017  
Status: Completed

**Requester Information**

First Name:	ASHVITHA	Last Name:	LOGANATHAN
KAUST ID:		Telephone:	91-1234567890
Email ID:	ashvitha.l@incure.com	Department:	IT
Mobile:		Pocket ID:	
Organization Type:	Industry	Organization Name:	ABC INDUSTRIES
KAUST A/C Number:	0010040010	Post Code:	560234
Country:	India	KAUST Research Park Tenant:	<input type="checkbox"/>
Position:	ASSOCIATE CONSULTANT	Authorized Person Name:	
Address:	NO.51,5TH CROSS,M.G.ROAD, BANGALORE	Authorized Person Email:	

**Principal Investigator Information**

PI Name:		KAUST ID:	
Email ID:		Telephone:	

## 10. Contacts

For service related queries, please contact [CoreLabs.Services@KAUST.EDU.SA](mailto:CoreLabs.Services@KAUST.EDU.SA)