

King Abdullah University of Science and Technology



KAUST Core Labs RFS User Manual

For Research Park Tenant (RPT) User

Version: 2.2

Document History

References

Document Name	Version	Remarks
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Revision History

Date	Author	Version	Change Reference
12-Jan-17	Ashvitha Loganathan	V0.1	Draft
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16-Jan-17	Lakshmi Arcot	V0.3	Change Password Section
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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. The User needs to fill all the mandatory fields.

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

User must tick the option "Are you KAUST Research Park Tenant?" as shown in the below	
screenshot.	

First Name	Darshna	"Last Name	Pekha
Type of Organization	anduatiy 🛩	Position	Consultant
Organization Name	ABC		
Are you KAUST Research Pac	h Temant?		
Department	Information Technology	"Telephone	1234567890
Country	United Nations w	Post Code	2222222
Address	1627 Bow Ridge Rd Mount Prospect, IL 60056		
"Ermall	darshana rekha@inclure.com		
Only valid organization wroad alto	wed. No generic emails accepted e.g. Gmail, Yah	oo, Hotmail, etc.	
Captcha	7×eRHC5		
Cathiczon	7×eRHCS		

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

Country	Argentina * Post Code	
Address	#23 rd filrent	
Email	manopsa x@ecture.com	
Drify valid organization email al	Success	×
Driy valid organization small a Authorized paraon informat		
	Registration successful Please login using the registered email	
Authorized parson informat	Registration successful Please login using the registered email	to activate your account

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

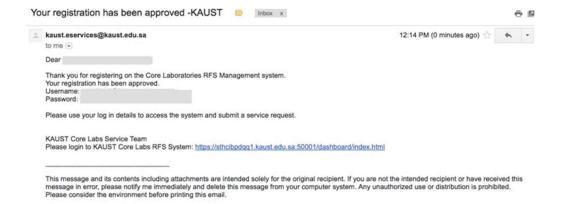
Ac	tivation Link for access your profile - KAUST 📄 Inbox x		e	9 10
-1	kaust.eservices@kaust.edu.sa to me •	12:12 PM (1 minute ago) 🐩	*	*
	Dear Thank you for registering on the Core Laboratories RFS Management System. Please click on the below link to activate your profile.			
	https://sthcibpdqq1.kaust.edu.sa:50001/cirfs/otp.html?otp=059bc4ff_73b9_4a22_bde2_787e97033dc4 KAUST Core Labs Service Team Please login to KAUST Core Labs RFS System: https://sthcibpdqq1.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 rece	ived this	s

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.

User must click on the provided link in the email to activate the profile, after which he/she will receive the below message upon successful activation of the profile.

Success X User Activated Successfully1 Cradential For KAUST Loon Sent To Registered Email Id CK.	
	- 202
	_

Upon successful activation of the profile, User will receive Username and Password on the registered mail ID.



Login to the site with provided Username and Password.

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

+++++		0
Look	Party of Constrainty of Line	Non Account?
-	Do not have an account	er

If you have a PI role, you need to create an account, using your company's email address, to be able to create new request.

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 get a message as shown in the below screenshot.

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😂 My Open Tasks	a second s				
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Tour 🗧	Phone of Departments Property for Name			Postier Research Park Terrard	ASSOCIATE CONSILIANT
	Department			"bighers	45-125-557860
	*Rational	NO.51.5TH DROSEM	Success	Marry .	-
	Part Sale Advantati Paran Rashall Advantati Paran Bad	MOEN		X an horse (X	

Note: only editable fields can be updated.

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

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🗈 My Open Tasks				
Full Service	- * -			
Tour	*	Change Password		
		Did Passent New Passent Ne Color Passent	anna anna Cardon	

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

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⇔ My Open Tasks			
Full Service	*		
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3. Principal Investigator Approval

Request for Principal Investigator (PI) Approval is a pre-requisite for submitting a service request by an RPT User. For other pre-requisites, please visit <u>https://corelabs.kaust.edu.sa/services/infinity</u>

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NANDATION	Request For P	1 Approval				
😂 My Open Tasks	+ 44	1 Recon				
Full Service	0 10	71 Name	Email Address	Division	Center	Date
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My Documents		Eiterativat 4 characters				10012217
Pl Approval Request						Schert
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🖿 Tour 🔹						

Note: PI Approval is required for first time user only, for one PI. For RPT user, certain PIs and Pocket IDs have been assigned to individual companies. You can request approval to other PI from KAUST if the request is related to a specific project funded by KAUST. A request related to WEP funded by a KAUST PI is an example. In this case, you will need to select the correct Pocket ID for the project when submitting a request.

You can search a PI from the database by typing at least 4 characters in the 'PI Name' field and 'Submit', as per following screen.

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Science and Technology NAVIGATION		Request For Pl	Approval					
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		I PID	PI Name		Email Address	Division	Genter	Dete
Full Service	<u>د</u>	0	and					11.01.2917
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My Documents			Rahul Ehevate	sheut				
			Rahul S. Nar	16				
PI Approval Request			Rand Billotty	554				
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🗅 Tour	<u>د</u>						I	

To remove any row, select the row by clicking the box on left hand side and click on 'Remove' button, as shown in the below screenshots.

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	9	+	a house				
My Open Tasks		0.00	PLName	Erral Address	Division.	Gartar	Oxte
		C. shanes	Rated Dillory				
Full Service	٢	CI KONST	Vision Dev				
New RFS				Information	×		1 factors
My Documents				These selectors	11.12.10.10.00		
PI Approval Request					-		
📶 Reports	٠						
Tour							

Upon clicking 'Submit', a success alert as shown in the below screenshot will appear.

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Pl Approval Request				Pracetor representationer so		0.	
Lad Reports	۲.						
Dour Tour	¢						

The User will be notified via email on PI approval request as shown in the following screen shot.

From: <kaust eservices@kaust.edu.sa> Date: Wed, Jan 11, 2017 at 5:40 PM Subject: PI Approval request submitted - KAUST Core Laboratories Notification To: elsurva.puban@inclure.com

Dear Aisurya Puhan,

Thank you for submitting a PI Approval Request to access the KAUST Core Laboratory facilities. A notification email has been sent to your PI. You will be notified when your registration request has been approved/rejected.

Please proceed with Badger account creation, if you have not done so.

KAUST Core Labs Service Team Please login to KAUST Core Labs RFS System: https://sthcibpdog1.kaust.edu.sa:50001/dashboard/index.html

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Once the PI Accepts/Rejects the request, User will be notified via email, as shown in below screenshot.

From: <a href="https://www.secondecomplexity.complexity

Dear Aisurya Puhan,

Your PI Approval request to access the Core Laboratories facilities has been approved. Please proceed with Badger account creation, if you have not done so.

Following the completion of the pre-requisites, please login to the system to submit your request.

KAUST Core Labs Service Team Please login to KAUST Core Labs RFS System: https://sthchpdog1.koust.edu.sa;50001/dashboardlindex.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.

If the User has already been approved by the PI, email notification will be sent as shown below.

From: <<u>kaust.eservices@kaust.edu.sa</u>> Date: Sat, Jan 14, 2017 at 9:22 AM Subject: PI Approval to access KAUST Core Laboratories To: <u>aisurya.puha@incture.com</u> Cc: <u>clc@kaust.edu.sa</u>

Dear team,

Please be advised that you have been approved to access the Core Laboratories facilities. Please complete the registration process by logging into the Core Laboratories RFS Management System and create a Badger account, if you have not done so.

You can submit a service request after your Badger account is approved by the system admin.

KAUST Core Labs Service Team Please login to KAUST Core Labs RFS System: https://sthcibpdgg1.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.

4. Create New Request

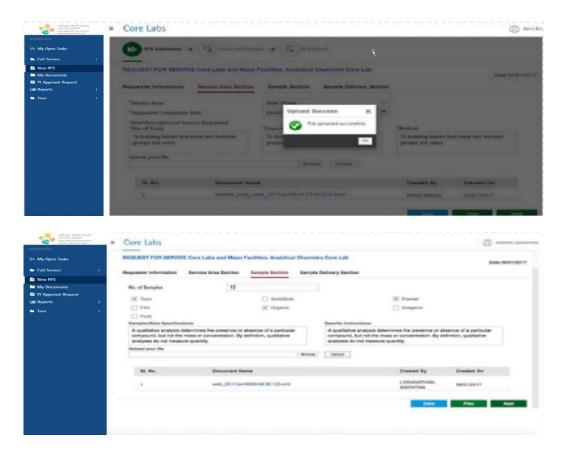
To create a new request, click on 'New RFS' in the navigation panel and select the relevant Core Lab, as shown in the below screenshot.

will asr. chiali ianis. nakility pulai tra manut litoretty. Street and Internity 2004/1001	 Core Labs 			(i) KANTHA LOOKANUKA
My Open Tasks				
Full Service				
New RFS				
My Documents				
PI Approval Request				
Reports				
Tour		Lab Selector: Select	- V	
tour		Les terretor. Select		
			Chemistry Core Lab	
		Boscience		
		limaging an	d Characterization	
		Nanofabrio	ation and Thin Film	
		Central Wo	orkahops	

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.

NAME Example of Statemaster Image: Example of Statemaster <	Date:06/01/2017
Full Service Full Service FEOVEST FOR SERVICE Core Labs and Major Facilities: Analytical Chemistry Core Labs My Documents Proprior Requestar Information Service Area Section Sample Section Sample Delivery Section	Date:06/01/2017
New RS RECURST FOR SERVICE Core Labs and Major Facilities: Analytical Chemistry Core Labs My Documents PA proval Registrar Information P Approval Registrar Information Service Area Section Sample Section Sample Delivery Section	Date:06/01/2017
My Documents A Approval Rejurst Requester Information Service Area Section Sample Section Sample Delivery Section	Date 06/01/2017
2 Pl Approval Reguest Reguested Information Service Area Section Sample Section Sample Delivery Section	Lane deronaum?
All Reports <	
Tour Tour Tour Touristion Industry Position Additionants cond	TIGATAN
*Organization Name ABC INCUSTRES Department IT	
*bisyhere 91-12365/200 *Ersil schrifts (jindurs	0.070
Authorised Person Linal	
KAUST Customer Account No.	

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



Fill in the details in Sample Delivery Section.

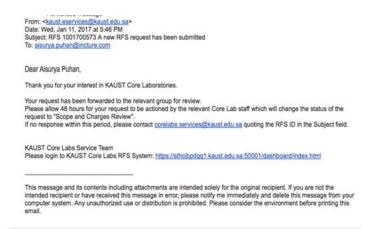
Annual States		Core Labs				
Eb My Open Tasks Full Service New RFS	к.	WS Submission -+ 5 Stops and Darg	n 🔿 🔞 nu	Report		
My Documents Pl Approval Request Lat Reports Tour	4 4 4	REQUEST FOR SERVICE Core Labs and Najor I				Date:06(01/2017
		Requester Information Service Area Section	Sample Section	Sample Delivery Section		
		Return Samples				
		Sample Delivery Mode	Other methor	ts, specify 🗸	XYZ	
		Report	Raw Data + I	keport 🗸		
					See	Prev Submit

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 get the success message as shown in below screenshot.

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E> My Open Tasks	×	Ers Salesson -4	· ·		aguar .			
My Documents My Documents Pl Approval Request latt Reports Tour	<	REQUEST FOR SERVICE	E Core Lates and Major 7	acilities: Analytical (Chamistry Core Lab			Cate 30/01/2017
	*	Requester Information Intern Samples Sample Delivery Wolls Report	Service Area Section	Success Success	Annyte Detivery Section X and with AFS No. 1001700105	ue	Perv	-

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



5. Account Verification - Document Upload Confirmation Task

If any document is required for Account Verification (first time only), User will get a notification via mail and a task in 'My Open Task'.

ION Open Tasks		Open Kaska (1)	C B mare 7	A will be will be	irunit Q	
Service	. 10	Request 10	Task Title	Requester Name	Created On	Status
		1001700175	40), 895 Process - Account Metilization - Decoment Upball Conferentian Sask with RPS 4: 1.,	sahs, Braslar	84520247	HEADY

User has to upload the necessary document and confirm by submitting the task. When the document are verified by the Master Admin, Lab team will process the RFS request.

	01700175 nding Account Ve	rification		Date: 23/01/2017		
⊳	RFS Submission -	Scope and Chi	arges -> 🕜 RFS1	Raport		
REQUE	ST FOR SERVIC	E Core Labs and Majo	r Facilities : Analytics	I Chemistry Core Lab		
Reques	ter Information	Service Area Section	Sample Section	Sample Delivery Section		
Retur	n Samples		10			
Samp	ie Delivery Mode		In Person	×.		
Repor	4		Rew Data + Report	~		
					Prev	Document Upload Confirm
comment	ts History					
SL No.	Comments				Created By	Created On
	XXXXX				Rahul Billorey	02/02/2017

In 'My Open Task', from the Task Title, User can check the task name.

Core Labs						0) Anaraha
Open Easits (1)		[C] ii 7	-	M 4 3	ine) (9	
b Request ID	Tex Tite		Repeter N	iane .	Oracled Dx	Start	
101720824	812, RFS Process - Service Scope and Char	ys Revew Task with RIS #, 1001703034, Report	And Shee	7	220120-1	READ	π.

Task status can be "Reserved" or "Ready". The 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'.

Note: Any comment given by system user can be viewed in comments history irrespective of RFS task and status.

From the opened task, User can check the status of the RFS.

	Data	11/01/2017	
Status: Pending Scope and Charges Approval			
NFS Submission -> Scope and Charges ->	16	RFE Report	

6. 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 below screenshot.

	4:02 PM (3 minutes ago) 👘 🔶 👻	Add to circles
me, ACLinorganics 💽		⊠ .
ar ASHVITHA LOGANATHAN,		Show details
service scope and price estimate has been proposed by KAUST Core Laboration	atory in relation to your request.	
ease log in to the system to access and accept/reject the proposal.		
UST Core Labs Service Team pase login to KAUST Core Labs RFS System: <u>https://stholopdog1.kaust.edu.</u>	sa:50001/dashboard/index.html	

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

My Open Tasks	×	Open Tasks (1)	C B Contact 7	g Action Tax. All v 56	nti Q	
	1.1	Request ID	Task Title	Requester Name	Oreated On	Status
		1001706330	KOL RPS Process - Service Scope and Charges Acceptance Task with RPS #: 100170	LOGANATURE, ASHETTHA	0901/2017	READY

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

 1001700A47 Persbrig Stream and Charges Assertes 		Date: 0949	1/20012		
		TA Ramor			
Bervice Scope and Charges Form					
(2) NeutraelBlandard		Adve	Curtor.		
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NangkeyCalaumakee Statu LOHM, ang Jua Mangkewae Nang Angkyas & Nejenting Dipagnamet kal ng Mangunet	Total Barophen and G	Guardiy 7	Land Phone Set 2 on Design Ad 2 of 62 20 62 20 62 20		barra b Recorded Task b Task b Task b
Rempto/Consumers	Total Barophen and G		Land Proce Groups Cont Proce Roll and Roll and R	UOM UOM DIGU DIGU DIGU DIGU DIGU DIGU DIGU DIGU	Surrow (See B (See B (See B (See B) (See B)
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Rempto/Consumers	Total Remains and C 78 1 Solid Marganese D		Land Proce State (co. Descept 42 Jon 42 Jon	UCHA UCHA MELO MELO MELO MELO MELO MELO MELO MELO	Surrow (See B (See B (See B (See B) (See B)

User will get a message on successful acceptance of the SSC Form, as shown below.

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lines)		Hours	Unit Price	UOM	Sublicial
Analysis & reporting		85		per hour	2550.0
Equipment set up					
Measurement				per hour	
Paquest review			30.00	per hour	
Sample preparation				Diff NO.P	
*Estimated completion data (ECO) Approved by Core Lab Director	*Total Extle	UCCESS X			
ereby accept the Service Scope and Cha	rges and instruct the C		to proceed with the	e analysis. Reject	Accep

User must provide the comments in case of 'Request change' in SSC form. After the request is processed by the Core Labs Team, User will get an updated SSC Acceptance task.

After SSC is accepted by User, the SSC goes to the PI. After PI acceptance, the Request is processed by the relevant Core Lab for report preparation.

7. 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 get 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.

8. 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> Date: Thu, Jan 12, 2017 at 11:51 AM Subject: ACTION required: RFS 1001700573 Service Report To: aisurya.puhan@incture.com Cc: 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: <u>https://sthcibpdgg1.kaust.edu.sa:50001/dashboard/index.html</u>

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

⇒ My Open Tasks ■ Full Service	. 1	Open Tasks (1)	C B Curbs 7	a Amorelian 🗚 🗸 3	iunt Q	
Tour	• •	Reput ID	Task Title	Requester Name	Orated On	Status
		1001700447	RCL BIS Process - Report Acceptance Task with RIS # 1001100447, Requester Name: L00A	LDISHMATHING, ASHNITHA	NERGENT	READY
	10					

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

-	00447 e Report Sent		Date: 09/01/2017		
NFS RFS	Submission -> S	Scope and Charges -> C	FS Report		
Core Lab	oratory Full Servi	ce Report			
RFS Num	ber	1001700447	Report Number	200170	0447
Prepared	by	Rahul Billoniy			
Requester	Details				
First Nam		ASHVITHA	Last Name	LOGAN	LATHAN
KAUST ID		astivitia.	Department	(F	
Telephone		91-1234567690	Email	antrolly	a lighter com
Organizati	ion Name	ABC INDUSTRIES	Country	India	
Address		NO.51_STH CROSS.M.G.ROAL	PostCode	560234	
KAUST C	ustomer Account	0010040010	0.00000000000000		
Number					
Service Su Number o		Par.			
		12			
	data specifications				
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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 get notified via email about the sample return process, as shown below.

FS 1001700447 Sample return 😑 Indox x		ē	9	kaust.eservices
kaust.eservices@kaust.edu.sa to me - Dear ASHVITHA LOGANATHAN,	11:41 AM (0 minutes ago) 👉	٠	•	Add to circles
Your sample(s) is being in the process of being shipped to the advised address.				
KAUST Core Labs Service Team Please login to KAUST Core Labs RFS System: https://sthcibpdog1.kaust.edu.sa.50001/dashboard/	(index.htm)			
This message and its contents including attachments are intended solely for the original recipient. If	you are not the intended recipient or have received	uart this		
message in error, please notify me immediately and delete this message from your computer system Please consider the environment before printing this email.				

9. 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.

Service	Quality Ratin	g				
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10. My Documents

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

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11. Reports/Dashboard

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'.

By default, the "Date Range' is three months.

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🗠 PG Reports	Average Turn	User Type	Organization Type	Courty	Samples Received	RFS Status	Current Status	Service Charpe(5)	Service Rating

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'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.

⇒ My Open Tasks		PFS#: 1001700447		and the second second		
		fitatus: Completed		Date: 08/01/2017		
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		KAUST Customer Account Number	0010540010			
		Service Summary				

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.

REQUEST FOR Analytical Chemi		جامعة الملك عبداللم للعلوم والتقنية King Abdullah University of Science and Technology		Ś	
RFS 1001700440			Requested D Status:	Completed	
Requester Inform	ation				
First Name:	ASHVITHA	Last Name:	LOGANA	ATHAN	
KAUST ID:		Telephone:	91-1234	567890	
Email ID:	ashvitha.l@incture.com	Department:	IT.		
Mobile:		Pocket ID:			
Organization Type:	Industry	Organization Name:	ABC INC	USTRIES	
KAUST A/C Number	: 0010040010	Post Code:	560234		
Country:	India	KAUST Research Par	k Tenant	2	
Position:	ASSOCIATE CONSULTANT	Authorized Person Na	me:		
Address:	NO.51,5TH CROSS.M.G.ROAD, BANGALORE	Authorized Person Em	ait		
Principal Investig	ator Information				
Pi Name:		KAUST ID:			
Email ID:		Taisahaan			

12. Contact Us

For service related queries, please contact CoreLabs.Services@KAUST.EDU.SA