



# Lipidomics Core Facility

430 Chemistry Bldg., 5101 Cass Avenue  
Detroit, MI 48202 USA

## Instructions to Submit Service Request on Infinity

### Submission:

1. Login to Infinity with your approved credentials.
2. Go to the 'Request Services' tab and select 'Lipidomics Analysis Request form'.
3. Start entering the information in the required fields. The form will expand and provide appropriate options as you proceed to complete the form.
  - a. *Payment options:*
    - i. All Wayne State University users can pay only through internal transfer of funds between accounts. For this, the user must have the funding Index number linked to their Infinity account. If multiple Indexes are available, choose the appropriate account for the charges at this time.
    - ii. All external users must choose either a Credit Card or Purchase Order payment option. If a Purchase Order option is selected, you must enter the purchase order number or any alphanumeric string to proceed with service request submission. This purchase order number can be updated, if necessary, while the service is in progress but before completion. Once the service is marked complete and invoice generated, the purchase order information CANNOT be changed.
  - b. *Files to upload:*
    - i. All users must upload a sample list that reflects the samples to be shipped. Any discrepancy between the uploaded sample list and the sample received will delay the analysis.
    - ii. A list of lipids to be analyzed must also be uploaded even when the appropriate lipids were selected on the form. This is necessary for the Core personnel to know the true analytical requirements of the users and to avoid any misinterpretation of the request form. Users are strongly urged to use the '[Service Request Decision Tree](#)' at the Lipidomics Core website, if not familiar with lipidomic analyses.
4. Total cost, as well as breakdown for each service, is shown as the form is completed. However, a final quote can only be generated upon approval by the Core (please see below).
5. Submit the service request upon entering all necessary information. *Note: Most common causes of submission failure are insufficient payment information and/or failure to upload the two required files.*

### Approvals:

1. Each service request must be reviewed and approved by the Lipidomics Core personnel. Once approved, a quote will be generated detailing the costs associated with each service item.
2. The PI must approve the final cost.
3. Financial approval necessity settings are completely user controlled. Core personnel CANNOT alter these settings.

### Sample shipment:

1. Samples can be shipped ONLY after the service request status shows 'Begin'.
2. It is the responsibility of the user to send the samples under appropriate conditions suitable for their own samples.
3. Shipping address: Lipidomics Core Facility, 430 Chemistry Bldg., 410 W. Warren Ave. Wayne State University, Detroit, MI 48202, Phone: 313-577-3053
4. Ideal shipping days are Monday-Wednesday of a normal work week. DO NOT ship samples two days before national holidays, between December 24 and January 1, or after Wednesday of any week.
5. Status of sample receipt will be updated on the user account on Infinity.