

ARC External Customers - Policies and Guidelines

(Last updated November 14, 2025)

For new service inquiries:

- Contact ARC Director arc_csu@mail.colostate.edu or relevant expert from contact list: <https://www.research.colostate.edu/arc/arc-home/arc-meet-the-team/>
- ARC staff will typically follow up within a day or two and can schedule an exploratory meeting via Teams or Zoom to discuss project needs and pricing.
- If interested in a tour, ARC offers first Friday tours (12-1:30pm) or ad hoc. Please fill out the [tour request form](#).

Becoming a New Customer:

- Contact ARC Business office: arc_ilab@colostate.edu, when you are ready to start working with the ARC and to create a new ARC customer account in iLab.

Legal Agreements:

1. Contact arc_csu@mail.colostate.edu for setting up any legal agreement (e.g. non-disclosure agreement, materials transfer agreement, master research agreement, master service agreement).
2. Prior to initiating any billable services through the ARC, external customers are required to inquire with their purchasing departments regarding the necessity of specific research or service agreements, or statements of work. In the absence of such agreements, our standard billing practices will be followed, invoicing based on the actual work performed in the Core at our listed user fees (see more details below). Note that specific agreements may impact the cost of services provided.
3. If interested in using instruments in the ARC as an independent operator, you will need to:
 1. Obtain approval from the ARC instrument manager
 2. Provide the ARC with a signed copy of the [ARC Facility Use Waiver](#).
 3. Make sure to check with your company/institution who has official signing authority. For most universities, individual researchers are not allowed to sign on their university's behalf. Please send a copy to the ARC Director arc_csu@mail.colostate.edu and cc arc_ilab@colostate.edu before training.

To create a training or service request in iLab:

- Follow iLab Guide for external customers (<https://www.research.colostate.edu/arc/arc-home/ilab/>).
- ARC can create a cost estimate in your iLab service request in PDF format.
- After receiving this estimate, you will need to agree to the cost estimate in iLab before the service/training can begin.

Self-use Policies:

- Training can only start after ARC received the signed ARC Facility Use Waiver.
- A training request has to be placed in iLab at least 1 week prior to training.
- Training for external customers is charged at our hourly professional staff rate and for actual time spent on training. A 1h minimum applies. This is in addition to the instrument use fee for instrument time used during training.

- Group training is possible for some instruments, but number of trainees in one group is limited and will depend on the instrument. Larger groups will take longer to train and test for proficiency which will increase the cost.
- Every trainee will be evaluated for proficiency by the ARC staff during an in-person training session and before being allowed to operate the instrument independently.
- Retraining is required on select instruments, if customer does not use the instrument independently within 6 months following training.
- The customer is required to make an **iLab reservation prior to instrument usage** and always provide the ARC instrument manager with at least one business-day prior notification of when they plan to use the instrument so ARC staff can plan accordingly and provide lab access.
- Any external customer using the ARC facilities can only operate instruments and enter the laboratories during business hours. There shall be no unsupervised usage of ARC instruments or lab space by external customers after hours.
- Users must immediately notify ARC staff of any instrument issues via email or the Teams chat (preferred). Work must stop immediately, and users are not permitted to attempt any troubleshooting. Only ARC staff are authorized to diagnose and repair instrument issues.
- Self-users are expected to follow **all required safety training**, as instructed by ARC staff. This may include magnet safety training when performing analyses in areas near NMR spectrometers, or x-ray radiation training. **Eye protection is required in ARC at all times.**
- Violation of safety and ARC's general practice may result into removal of permission as a self-user.

Invoicing:

- ARC bills on a monthly basis for actual work completed.
- Invoices are generally sent from iLab monthly around the middle of the month. CSU will also send a statement from the Accounts Receivable system. Please don't be confused by the duplication--we work with multiple systems.
- A fixed administrative fee is added to each monthly invoice (\$85).
- Colorado State University uses terms of 30 days for payment. After 30 days, late fees will be added. Payment options are included on each invoice and in the attached guide. That information is also included below for your convenience.

Payment Options:

- Payment by mail:
 Payable to: Colorado State University
 Cashier's Office
 6015 Campus Delivery
 Fort Collins, CO 80523-6015
- Payment by credit card (fee assessed) or e-check (no fee):
 - o Payments are made online in Famweb. CSU does not accept credit card payments over the phone.
 - o Please reach out to CSU Accounts Receivable at 970-491-2697 or AROperations@colostate.edu to have your Famweb account set up. See: http://busfin.colostate.edu/Depts/ALR_Commercial_accts.aspx
 - o Once your Famweb account is setup, you can log in here: <https://famweb-prod.is.colostate.edu/>
 - o Please note that there is a 2.25% portal fee and a \$0.75 transaction fee on all credit card payments.

- ACH/Wire Transfer Payments:
 - o Please send an email to arc_ilab@colostate.edu and AROperations@colostate.edu for instructions. All electronic checks will include a \$1 fee.

If you need to set up Colorado State University in your Accounts Payable system, we can provide you with CSU's W-9 to begin that process. Contact arc_ilab@colostate.edu.

Purchase Orders:

ARC does not require purchase orders, but if your organization uses purchase orders, please send a copy of the PO to arc_ilab@colostate.edu and include your PO number in the *Payment Number* field when you request services in iLab. The PO number will be shown on the invoice if provided.

Communication:

ARC will follow up with external customer on a weekly basis to provide updates on project progress.

Turnaround time:

Turnaround time varies depending on type of service requested. Some areas of the ARC are busier than others. Please discuss with your ARC contact.