

Category 3 User Registration Procedure (users of services and rental tools/facilities) INBIOSIS Laboratory

BEFORE SERVICE/EQUIPMENT/FACILITY RENTAL

Action: Users (inside and outside UKM)

1. Identify the service and rental of tools/facilities that will be used (<https://www.ukm.my/inbiosis/en/basic-information-of-services-equipment-rental/>)
2. Contacting the PIC of the laboratory/tool via email to ensure the tool is working as well as the charges that will apply (<https://www.ukm.my/inbiosis/en/basic-information-of-services-equipment-rental/>)
3. SERVICE users need to fill in this form as appropriate:
 - I. LC-TOF-MS (<https://www.ukm.my/inbiosis/en/lc-ms-ms-applications/>)
 - II. GC-MS (<https://www.ukm.my/inbiosis/en/gcms/>)
 - III. GC-FID (<https://www.ukm.my/inbiosis/en/gcfid-2/>)
 - IV. HPLC (<https://www.ukm.my/inbiosis/en/hplc/>)
 - V. FTIR (<https://www.ukm.my/inbiosis/en/ftir/>)
4. EQUIPMENT/FACILITY users (rentals) need to fill in these three forms:
 - I. Laboratory Equipment Application Form (<https://www.ukm.my/inbiosis/wp-content/uploads/2020/09/Borang-permohonan-alat-makmal-240920.pdf>) AND
 - II. Letter-of-Liability (<https://www.ukm.my/inbiosis/wp-content/uploads/2020/05/Letter-of-Liability.pdf>) DAN
 - III. Letter-Indemnity (<https://www.ukm.my/inbiosis/wp-content/uploads/2020/05/Letter-Indemnity.pdf>)
5. Forward the relevant form (soft/hard copy) to the responsible laboratory/instrument PIC

Action : Lab / Instrument PIC

1. Processing of all forms and charges involved
2. Record applications and charges in the "Inbiosis Laboratory Generation (Service & Rental) List" on Google Drive of Laboratory Management
3. All feedback emails to users must be cc to :
inbiosis.service@gmail.com dan kcgatinbio@ukm.edu.my



DURING SERVICE / RENTAL

Action: Users of service and tool rental

1. Complete the payment as notified by the laboratory/instrument PIC
2. SERVIS users send samples/raw data to the lab/instrument PIC
3. RENTAL users bring samples to INBIOSIS and need to operate the equipment/facilities WITH PIC of laboratory/instrument



AFTER SERVICE / RENTAL

Action: Users of service and tool rental

1. Get the final result from the lab/instrument PIC
2. Fill out the customer satisfaction feedback form (<https://forms.gle/EUP8xSZRmpcRkBHS7>)