



### **How do I establish a new research account?**

Accounts are typically initiated by Research & Innovation Advancement (RIA) once a Research agreement is in place. This requires a fully signed agreement or an official funder Notice of Award, along with ethics approval if applicable. RIA will then send out an **Account Authorization Form** for review and completion. The completed form must be returned before the account is available for use. For additional questions or guidance contact [IWK Research Finance](#).

### **How do I add or change signing authorities on an existing account?**

E-mail [IWK Research Finance](#) and indicate the requested changes. You will receive a revised **Account Authorization Form** with the requested changes. Additions or revisions to existing permissions need to be signed by the individual and the Principal Investigator. Once the form is completed and returned to RIA, our internal system will be updated with the new information.

### **What are the ongoing responsibilities in monitoring research accounts?**

The key responsibilities for managing research accounts are outlined in the **Account Authorization Form**.

### **How do I get reimbursed for expenses?**

First ensure that you check for any required preapproval forms and are complying with specific purchasing processes prior to incurring expenses for which you will be seeking reimbursement. To receive a reimbursement, complete the [General Reimbursement and Travel Form \(Research\)](#) and forward to your immediate manager along with support documents by clicking on the form link. The manager then approves and sends to RIA for signoff. Reimbursements are via direct deposit so attach the [Direct Deposit Form for Employees](#) along with banking details if these are not already on file. Outside vendors (non-employees) requesting payment must use the [Direct Deposit Form for Vendors](#) if this is the first time that they are requesting payment.

### **How do I recover costs between accounts?**

Every effort should be made to assign payroll and other costs directly to their final cost centre as they are incurred. In cases where adjustments are required, contact [IWK Research Finance](#) indicating the amount, purpose and reason for the request. These requests must be on file with RIA for audit purposes.

### **How do I have a cheque deposited into a research account?**

In most cases EFT or cheque payment details are outlined in the study Research Agreement and received/deposited directly by IWK Finance. If a cheque is sent directly to a department or research team, it should be deposited to the drop box at the Virtual (Business) Office located on the main floor next to the Security Desk. Note that RIA personnel are currently working offsite so no items should be sent to the onsite RIA location.

### **How do I invoice an external agency/institution?**

Complete an [Accounts Receivable Request for External Billing Form \(Research\)](#). Once completed, e-mail the form along with any supporting documentation to [IWK Research Finance](#). RIA will review, approve and forward to the Business Office for billing.

### **How to do I close a research account?**

Once all transactions on your research account are complete, e-mail [IWK Research Finance](#) and advise that the account can be closed. This is an important step to ensure that funder financial and reporting requirements are met. Finance will advise if any other details are needed before closing.

### **How do I get SAP access?**

Requests for SAP access are processed through RIA. For HR or Time Entry access or logins for employee pay slips, contact [IWK Research HR](#). For SAP research account access, contact [IWK Research Finance](#).

### **Are SAP training resources available for new and existing staff?**

A complete SAP training guide is available to address user questions. However, this is a very in-depth document and we have found that most users need only a few modules. The most frequently used are KSB1 (Account Balance and Transaction Information) and ZPC00\_MNA\_CC\_ADMIN (Cost Centre Payroll Inquiry). The [SAP User Overview](#) provides instructions for using each of these modules. RIA staff are also available as a resource in navigating SAP.

### **How do I budget payroll costs for my research study?**

IWK has list of approved Research pay scales to assist with budget planning. This list provides hourly and annual wages, approximate cost of benefits and total cost by pay group and salary level. Please contact [IWK Research HR](#) for the current list of approved pay scales.

### **What role does RIA play in the procurement process?**

RIA provides oversight and control of research procurement on behalf of the IWK. RIA does not directly purchase items, but rather reviews and approves submissions before forwarding to Procurement for actioning. Purchasing requests should be sent [directly to RIA](#) who will confirm funding, budget eligibility and signing authorizations, and determine if further details are required.

Once approved, RIA forwards the documentation to Procurement who review that the items are sourced in accordance with existing policies and that terms and conditions for the purchase are acceptable to the IWK. Once satisfied, Procurement actions the request by issuing a purchase order to the vendor.

Note that lead times for Procurement may vary considerably based on existing operating conditions and are outside of the control of the Research office. Planned purchases should be submitted as early as possible to avoid any delay to your research.

## **What documents do I need to purchase research-related goods and services?**

In most cases, purchases of goods and services from outside vendors require a purchase order from Procurement prior to making a vendor commitment. Purchase orders are obtained by first completing and submitting the appropriate forms to RIA for approval. Documentation requirements vary by dollar value and are detailed in the [IWK Procurement Policy](#).

There are alternate processes in place for specific types of goods and services based on operational requirements as addressed below.

## **How do I arrange travel or conference bookings?**

Prior to booking these items, refer to the respective [Travel](#) and [Events](#) policies to ensure these commitments are made in accordance with IWK requirements. In most cases these items must first be preapproved by submitting the [Travel Preapproval](#) or [Events Preapproval](#) forms to RIA before making any commitments. Full details on travel and events policies and forms can be found at the [Financial Services page on Pulse](#).

## **What is the process for ordering IT items (including phones)?**

The [Online Service Request](#) system is to be used to order new PCs, laptops, and printers and to obtain or change access to network drives (H Drive). Please refer to the [Procedures for Submitting Common IT Requests](#) before opening a ticket.

## **How do I order stationery supplies?**

Grand & Toy is the IWK's preferred vendor for stationery supplies and is to be used unless they are unable to supply the required item(s). Complete the [Grand & Toy Account Setup](#) and forward to [procurement@iwk.nshealth.ca](mailto:procurement@iwk.nshealth.ca) to request access to the ordering portal. If Grand & Toy cannot supply the requested item(s), a [Purchase Order Request Form](#) should be completed and submitted through RIA.

## **What is the process for ordering Participant Gift Cards?**

For standard gift card orders, complete the [Gift Card Order Form](#) and submit as outlined in the section below the form. Tim Horton's gift cards can be ordered internally by using the [Tim Horton's Order Form](#). In cases where online gift cards are necessary, these may be purchased and submitted for reimbursement to [IWK Research Finance](#). Ensure that you keep an ongoing record of all cards purchased and their recipients as these are subject to audit.

## **Are there additional items that need to be addressed at yearend?**

IWK Health follows the Nova Scotia Provincial Government fiscal calendar with an annual end date of March 31<sup>st</sup>. All known billing and expense transactions for the year must be reflected on Research accounts as of this date. As yearend approaches, it is each research team's responsibility to review their study agreements and ensure that all billings have been requested and all purchases and other transactions appear on accounts. In certain cases where final reporting is required, unrecorded expense transactions may result in the return of unused balances to the funder. If you are unable to finalize billing invoices or

are awaiting invoices for ordered items, contact [IWK Research Finance](#) so that an accrual entry can be made for yearend.

It is also important to provide adequate lead time when dealing with transactions during this time frame. Note that Research Finance reviews and approves submitted transactions which then must be forwarded to other departments for final processing. All transactions should be submitted no later than end of business on the final Wednesday of March. Submissions received after this date are not guaranteed to make the yearend cutoff.