

Usage Tickets and Tool Bookings in 4D LABS

Every user must enter a usage ticket for their session during or immediately following their work. It is not acceptable to enter it later or wait for a few days and enter several all at once. If a user is unable to use a session for any reason (scheduling, sample not ready, system not working, etc.), they must contact our staff as soon as possible so that we can address the issue. The system sends out emails every day for missing tickets. These emails are not to be ignored or deleted or sent to junk mail. If you receive these emails, please either immediately enter your usage ticket or send us an email with the reason why you could not use the session.

All users should periodically check their usage tickets for entry errors (missing times, wrong dates, etc.). At the end of the month, missing tickets may be entered automatically and errors may be corrected by our staff and could result in higher charges to the user.

All tools within 4D LABS need to be booked when used. If a user starts using a tool without booking it, a number of problems can result:

- Someone else can book the tool while you are using it and kick you off.
- Our staff may be doing maintenance and not realize that someone needs to use the tool.
- Users may be more likely to forget to enter usage tickets.

Make sure to book all major tools when using them, even if you only need a short 15 minute session. In addition, the user who is operating the tool needs to make the booking. Do not make bookings under your account for another user. Due to the unpredictable nature of experiments, the only exceptions to this policy are the following tools:

- Wetbenches in the Clean Room
- Plasma Strippers
- Profilometer 2
- Other tools not available for booking

Some of our tools are booked several weeks out and when someone changes their schedule at the last minute it is wasted time on the tool and isn't fair to everyone else who is waiting. Similarly, if someone books a tool for the whole day but only uses it for an hour, then the rest of the time is wasted. In order to prevent these problems, the following policies are in place:

1. Booking and training cancellations with less than 24 hrs notice will result in a 50% charge of the booked time with no exceptions. The minimum charge is 30 minutes.
2. Users must create tickets for a minimum of 75% of their booking. For example, if a user books 4 hrs but only uses 1 hr, they still need to make a ticket for 3 hrs.

These policies won't apply if there is a problem with the tool not caused by the sample or user. We hope that these policies will encourage users to be careful with their bookings and more respectful of other users and staff time.

If you have any questions regarding these policies, please ask a staff member.