

# FAQs

## Protocol Activation

### **What should researchers do if their protocol is listed as “Pending Activation”?**

New protocols will be listed as “Pending Activation” in AOps when they are first approved by IACUC. In order to activate the protocol for use, it must be linked with at least one budget account. To activate, please send the following information to [billing@uw.edu](mailto:billing@uw.edu):

1. Protocol number
2. PI name
3. Budget number (If the budget owner is different from the PI, please ask the budget owner to email their approval to [billing@uw.edu](mailto:billing@uw.edu))
4. PCA code (Optional)

## Budget Changes

### **What should researchers do if cages are transferred to a different budget?**

Researchers will process this through a transfer request in AOps (transfer, account change). Remember in AOps, budgets are called accounts. In AOps, once a researcher does a budget transfer, it is linked to that bar code immediately. A researcher cannot do a budget transfer with a future date. For instance, on Feb. 20<sup>th</sup>, one can't change all the cages to a new budget with an effective date of March 1<sup>st</sup>. Instead, this should be done on March 1<sup>st</sup>. You can apply these changes retrospectively, if it is within the same billing period (within the same month).

If they wish, researchers can request DCM to print stickers for their existing cage cards (or print their own) to cover up the old budget number with the new one.

Make sure the account transfer is COMPLETED in the system (not just submitted, but you need to click COMPLETE). See Quick Reference Guide: How to Transfer Financial Accounts (<https://www.washington.edu/compmed/billing-and-finances/aops/quick-reference-guides/>).

### **How do I add a new budget or delete old budgets in AOps?**

1. Email Animal Billing [billing@uw.edu](mailto:billing@uw.edu) with the protocol ID number (PROTO#####) and the budgets that need to be added/removed, along with any permissions (for non PI owned budgets) and PCA codes.
2. If you have active cage cards or reserve cards that are using a budget that is no longer valid, you must submit a financial account transfer request in AOps. Please see “[How to transfer Financial accounts](#)” quick reference guide. Once complete, email the facility supervisor and program coordinator for labels to update the physical cage cards

## Cage cards and Census

### **Cage Card Number, where is it?**

The cage card number starts with a C then has multiple zeros, and ends in 6 unique numbers. It is on the cage card under the bar code. When asking for the cage card number, you only need to enter the unique numbers (last 4-6). In AOps online, enter % then the unique numbers to search for a particular cage card. The protocol and budget are linked to this number.

**Should researchers have weaning cards available for accidental breeding events?**

Yes, and these will be in the PI labeled index card boxes, both weaning and separation cards for each PI protocol/budget number, commonly referred to as “Reserve” cards. If you need more, they can be printed at the Kiosks or you may request them 24 hours in advance from the facility supervisor.

**What task(s) should researchers do when they are low on cage cards?**

Request cards at LEAST 24 hours in advance (weekdays only), or go to a kiosk and print them.

**What if since I’m low on cage cards with budget A, I’ll just use budget B and change the budget on the cage card to A?**

In that case, unless you go into AOps and change the budget linked to that cage card to budget A, it will still be charged to budget B. What you write on the card is for your information and does not change the census charges unless the change is made in AOps.

**Can researchers request additional data fields be added to the cage card? If so, what is that process?**

In most cases, DCM will be able to work with researchers to create their specialty cards with AOps barcodes included.

**Why are some cage cards white and some yellow?**

Cards that are white (weaning reserve cards and standard cards) debit animals from the IACUC protocol numbers. The yellow card is only used for separations and does not debit animals.

**What if I put females that I wean in an existing cage or use a litter at weaning (thus no new cage is made)?**

Use the Non-Standard Weaning or Culling of Pups form (on a small card in the room) to record the necessary information and put it in the envelope with the activation strips.

**Can I re-use an old cage card?**

No. Once a cage card is removed and then put back on the rack, per diems will be charged from the time of the last scan to the current scan. When you remove a cage card, deactivate it and take it out of the room.

## **Census Collection**

**How often will the tear-off strips be entered into AOps?**

The strips will be entered into AOps 4-5 times a week, but, keep in mind, the date census collection begins is per the activation date on the tear-off strip. And, by the same token, the date census collection ends is the date written on the deactivation strip. Write legibly!

**What should be done if an animal(s) is removed/died in a cage but others continue to reside in a cage?**

Investigators can remove individual animals any time in AOps and/or just cross off the number of animals on the cage card and write the new number of animals on the cage card.

**What happens if a researcher combines two cages together (takes one cage of two females and puts it with three other females)?**

The cage card no longer in use should be deactivated (those animals have already been debited from the IACUC approved animal numbers). If the researcher wants to, they can transfer the animal from the source cage to the new cage in AOps to keep the number of live animals correct in AOps, but it is not required. Make sure the appropriate date of birth (s) are on the new cage card!

**What happens if you fail to write the source cage card number on a yellow separation card activation strip?**

The animal will be debited from your protocol as we will have to assume you used the wrong card.

**What happens if I don't turn in the deactivation strip?**

The cage will not be deactivated. The system will automatically deactivate it if it is not found after two scans. But in the meantime, that cage will accrue census charges!

**What happens if I don't put a date on the deactivation strip?**

We will deactivate the card on the day the strips are picked up. This will likely only be a problem on weekends, as we won't know if it was deactivated on Saturday or Sunday and you could pay for an extra day.

**What if I accidentally pull off the deactivation strip when I take off the activation strip?**

Start over with a new reserve card.

**What should I do if the ink smears on my activation strip?**

Start over with a new pen and a new card.

## **Transfers:**

**What should researchers do if cages are transferred to a different protocol with the same PI?**

Researchers will process this through a transfer request in AOps and they are then responsible for printing new cards or DCM can print them or print stickers to cover the required information if they request.

**What should researchers do if cages are transferred to a different room?**

Location transfers (that do not involve a budget or protocol change) do not need a transfer request unless they are going to an ABSL2, an ABSL2+ room, or a new vivarium. In these cases, a transfer request should be entered into AOps.

The existing cage card can travel with the cage. The changes should be made electronically in AOps.

**What should researchers do if cages are transferred to a different budget?**

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that bar code immediately. A researcher cannot do a budget transfer with a future date. For instance, on Feb. 20<sup>th</sup>, one can't change all the cages to a new budget with an effective date of March 1<sup>st</sup>. Instead, this should be done on March 1<sup>st</sup>. You can apply these changes retrospectively, if it is within the same billing period (within the same month).

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### **Can weanling animals be placed on a different protocol, budget, or PI?**

Yes, with a reserve card, weanlings could be weaned directly into a new cage with a different budget/protocol associated with the new cage card.

## **Husbandry Special Service Requests**

### **When do I need to use AOps?**

Only use AOps for special service requests (SSRs) if the request results in an account charge (extra cage changes for instance). For SSRs that are informational only (this cage is on special food, etc.), use the existing paper/website forms.

## **Veterinary Services Service Requests**

### **When do I use AOps for service requests?**

Generally, AOps will be used for isoflurane rentals, drug requests, health certificates, and euthanasia requests. For use of surgery suites and assistance with administration of anesthesia in large animals, please contact the appropriate VS office.