

An animal order cannot be placed

Problem

An individual cannot place an animal order.

Solution

There are a few reasons why someone cannot successfully place an animal order. The most common:

- If the PI contains an external email. To view the PI's protocol, and view the PI name and email, you can access ORCA and go to menu, Protocols and select IACUC PROTOCOL LIST.

Expiration:	2101-12-31	Status:	APNC-Approved / No Changes
Protocol #:	2099999AB / 99999x	Investigator:	Garrison, James (garrisonj3@uthscsa.edu) (210) 562-6816
Title:	Test Protocol - Created for IT Testing		

- If the email is an external account, the PI will need to contact the IACP Office in order to update the PI information.
 - iacp@uthscsa.edu
 - 210-567-8260
- If the PI is a UTHSCSA employee and their email account is correct, the PI may be listed as a resident. Animal ordering will not be successful if an individual is a Resident and is listed as the PI.
 - DLAR can confirm this by accessing their view in PeopleSoft and going to the IACP Protocols tab. If the Protocol PI: field contains an employee id, this is an indicator the PI is a resident.
 - If the PI needs to be updated, the IACP Office must be contacted in order to update the PI information.
 - iacp@uthscsa.edu
 - 210-567-8260

The screenshot shows the 'IACP Protocols' interface with tabs for 'IACP Protocols', 'Protocol Species', 'Accounting', and 'Funding'. The main content area displays the following information:

- Business Unit:** HSCSA
- Protocol UID:** 411
- Protocol Number:** 2011092AR
- Protocol Title:** In Vivo Imaging of Vascular Re
- OSP ID:** 11092x
- Protocol Status:** Active
- Protocol Type:** AR Research
- Reciprocal:** N
- Reciprocal Entity:** HSC Reciprocal Lead:
- Start Date:** 08/24/2011
- Reg Exp Date:** 08/01/2016
- Census Date:** 11/19/2015
- Protocol PI:** 511369 (highlighted with a red arrow)
- CO PI:** 040444 Asmis, Reto H.R.

Below this information is an 'Emergency Contacts' section with the following details:

Emergency Contact 1: Sina Tavakoli	Contact Phone 1: 626-298-5643
Emergency Contact 2: Jessica Han	Contact Phone 2: 210-241-0830
Emergency Contact 3: Reto Asmis	Contact Phone 3: 210-489-0512

At the bottom of the interface, there are buttons for 'Save', 'Return to Search', 'Notify', and 'Refresh', along with navigation links for 'IACP Protocols', 'Protocol Species', 'Accounting', and 'Funding'.

- If the PI is a UTHSCSA employee with a UTHSCSA email address, confirm the spelling is correct. There are times when the PI may have been manually entered.
 - Email VPR-IT@UTHSCSA.EDU to fix the incorrect address.

1. Is the person authorized to order?
2. Is there a PID associated with the protocol?
3. Is the PI to the protocol and internal employee? The person cannot have an external email address OR be a UTHSCSA resident.