Clinical Research Invoicing System for Participants (CRISP) FAQs

Q: I am unable to find my Award listed in CRISP under My Studies after it has been searched by both SPO and award number, what do I do?

> If you do not see it on your My Studies list and know that the award has already been set up, send your SUNET ID and CRISP role [Study Coordinator *(preparer)* or Financial Specialist *(approver or both)* in an email to rfcs-receivables@list.stanford.edu. Someone will contact you when you have been entered into the system. If it has not been set up, you will be notified when the award is completed and activated in CRISP.

Q: What is the difference between a V award and a U award?

> Award ranges are assigned based on the sponsor. The V award range (Vxxxx) is for industry sponsored clinical trials. Clinical trials that are not industry sponsored may be found under the U award range (Uxxxx). Only the V awards are imported automatically into CRISP. If you would like to have your U award available in CRISP please send an email to rfcs-receivables@list.stanford.edu with your request.

Q: What needs to be changed in CRISP if I receive an amendment with revised fees?

> If the amount that the sponsor will pay for a particular fee changes, an End Date should be added to the original fee. The End Date should be the day before the new amendment becomes effective (i.e., If the effective date of the amendment is 4/1/2018, the fee End Date should be 3/31/2018). This will prevent the original fee from being used in the future. Next, enter the revised fee with a Start Date that equals the effective date of the amendment.
>
> If the amendment has retroactively changed fees that are already present on an invoice request. Please create an adjusting fee schedule item with the description of the adjustment and submit the Invoice Request to SRM.

Q: How do I see if my Invoice Request has been submitted to the Sponsor and paid?

> Details relating to each Invoice Request are located on the **Invoice Requests Tab** under each SPO#. Information includes:
> - *Status* of the request – as Pending, Invoice Sent, Holdback or Full Payment
> - *Invoice Amount*
> - *Amount Paid*
> - *Balance* remaining

Q: What should I do if the payment information in CRISP does not match the AR History Report?

> If the payment information in CRISP does not match the AR History Report, please contact the AR Receipts accountant responsible for that award with the details. If you do not know the accountant's name, you can send the email to rfcs-receivables@list.stanford.edu. Your email will be routed to the appropriate accountant for review.

Q: If my Invoice has not been paid, should I contact the Sponsor and ask for the payment?

> If you believe that a sponsor is behind on paying an invoice, please contact the AR Collections accountant for your award with the details. The accountant may have already contacted the sponsor regarding the issue, and having multiple people contact them may create confusion. If you do not know the accountant's name, you can send the email with the information to rfcs-

receivables@list.stanford.edu. Your email will be routed to the appropriate accountant for review.

Q: My Invoice Request needs to be deleted or revised, what do I do?

If you would like to revise or delete an Invoice Request that has been submitted to SRM for processing, please contact the AR Billing accountant for your award and provide the justification). If you do not know the accountant's name, you can send the email with your request to rfcs-receivables@list.stanford.edu. Your email will be routed to the appropriate accountant.

Q: How do I answer the question "CRF Sent?"

CRF stands for **C**ase **R**eport **F**orm. This is clinical data sent directly to the sponsor. With this data, the sponsor has enough information to pay Stanford. Answering "Yes" to "CRF Sent?" means that Accounts Receivable will create a receivable in Oracle for the expected payment, but **will not send an invoice** to the sponsor. Answering "No" indicates that no data was sent to the sponsor, and that Accounts Receivable should create an invoice, which will be forwarded to the sponsor for payment.