Resolving billing trailers online

1. Access Quanum Lab Services Manager and click Home in the left navigation pane. General billing trailer notifications appear in the Notifications module and via the notifications icon ( ). Client-specific notifications appear in the Billing Trailers module. To directly access the Billing Trailers page, click Billing in the left navigation pane, and then click Billing Trailers.

2. On the Billing Trailers page, locate the desired client account, or search for specific trailers by selecting one or more client(s) from the list and/or by using the Search field. Click a client account to view their open trailers, and then click the desired trailer.

3. Review the trailer to locate the field(s) with missing or incomplete information, indicated with a message in the corresponding section and/or a red highlight on the specific field.

4. Provide the requested information for each item listed, and then click Submit.

Before submitting any updates, you can also provide additional information (for example, why no updates could be made). To do so, click the desired note type in the Notes section, and then type any additional notes as needed.

Tip: To advance to another open trailer for the currently selected client account(s), click either < or > at the top of the page.