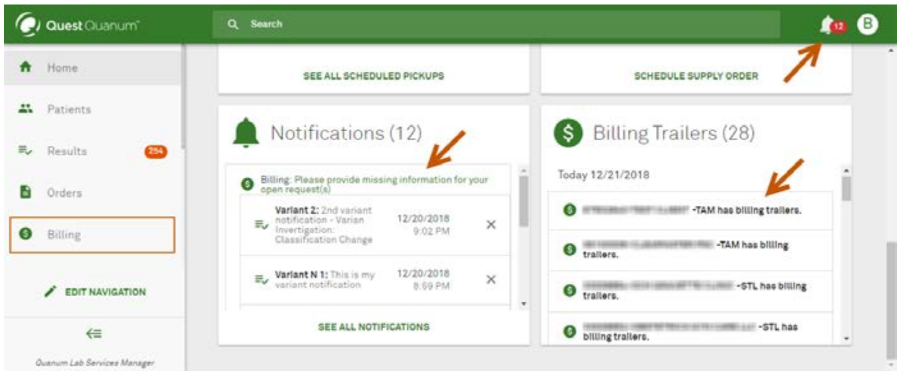
Resolving billing trailers online

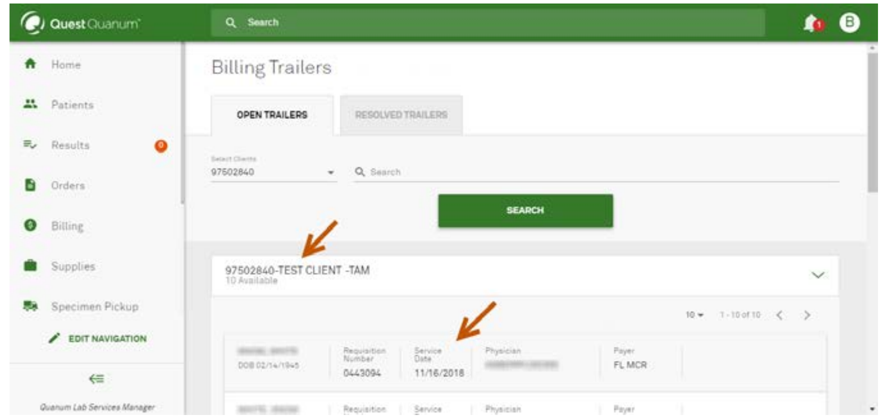
1 Access [Quanum Lab Services Manager]() and click *Home* in the left navigation pane. General billing trailer notifications appear in the *Notifications* module and via the notifications icon ( ). Client-specific notifications appear in the *Billing Trailers* module.

To directly access the *Billing Trailers* page, click *Billing* in the left navigation pane, and then click *Billing Trailers*.

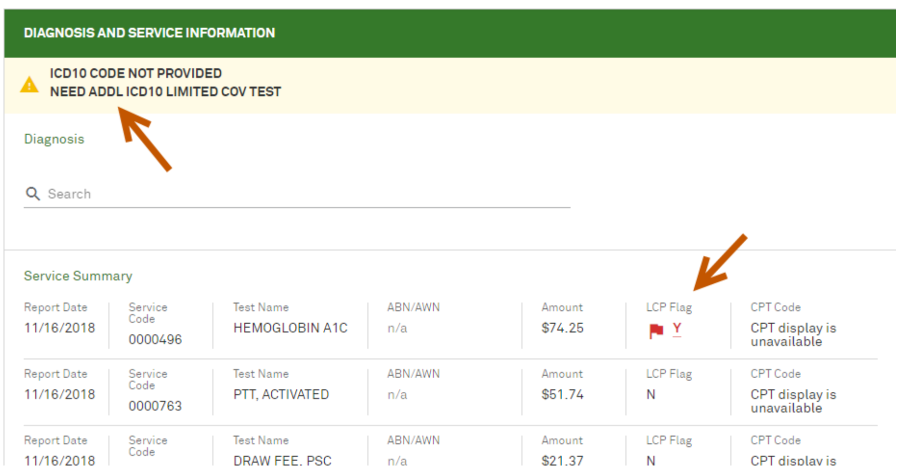


2 On the *Billing Trailers* page, locate the desired client account, or search for specific trailers by selecting one or more client(s) from the list and/or by using the *Search* field.

Click a client account to view their open trailers, and then click the desired trailer.

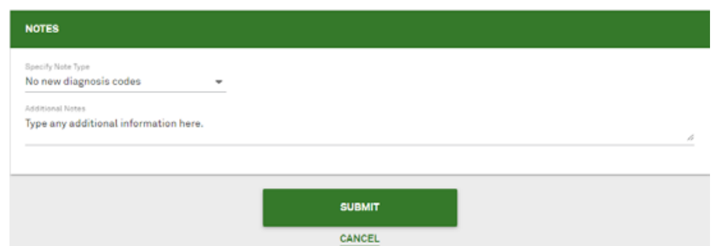


3 Review the trailer to locate the field(s) with missing or incomplete information, indicated with a message in the corresponding section and/or a red highlight on the specific field.



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.

Requires Google Chrome™ or Windows Internet Explorer® 11. For additional assistance, click *Help Center*.

Quest Quanum™