

# MATERIALS R&D AND CONSULTING FACILITY

Department of Mining, Metallurgical and Materials Engineering  
College of Engineering, University of the Philippines Diliman

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## MRCF Service Provision Guidelines

(Updated: April 2024)

The Materials R&D and Consulting Facility (MRCF) is committed to delivering technical solutions for our clients. We advise and highly encourage all our clients to follow these guidelines for an orderly processing of requests.

- 1) ***Service Provision:*** MRCF abides by the operational restrictions set by UP Diliman. As such, service provision (e.g. testing) shall be automatically suspended during holidays or mandatory breaks set by the University. Service provision may continue subject to proper scheduling of appointments with an MRCF staff.
- 2) ***Inquiries and Filing a Request:*** We strongly encourage all inquiries and filing of requests to be placed via email ([mrcf@up.edu.ph](mailto:mrcf@up.edu.ph)) or phone **(02) 8981-8500 loc. 3179**. Sending the test and specimen details, including a photo, is highly recommended. Walk-in inquiries are discouraged due to limited availability of the facility's manpower. Note that clients without prior appointment with MRCF may not be prioritized depending on the availability of staff and will be asked to place their inquiries and requests via email or phone.
- 3) ***Request details:*** Prior to acceptance of the request, requirements of the client are discussed and assessed to determine if they are within the facility's capabilities. **A request form will only be sent to clients once samples and parameters of the service required have been evaluated and a testing schedule has been agreed upon.** Confirmation of all details submitted in the request form and further instructions will be communicated via email through a Procedure Record. Request for Technical Report/Report of Analysis must be communicated to the facility prior to submission of the Request Form. This is only applicable when you request Data Interpretation and Analysis with an additional fee and processing time. Student clients availing of the discount are only entitled to raw data and a Certificate of Service Completion (upon request) coming from the procedure.
- 4) ***Schedule and Standard Turnaround Time:*** Sample submission and testing schedule will be communicated to the client via email. Please note that the standard turnaround time for testing services is two weeks after the submission of samples.
- 5) ***Sample Submission:*** Information about the stability, specimen hazards, storage conditions, and handling instructions of the samples must be disclosed. MRCF will not be responsible for damage to samples due to non-disclosure of such information. [See the attached detailed instructions on how to pack and submit samples.](#)

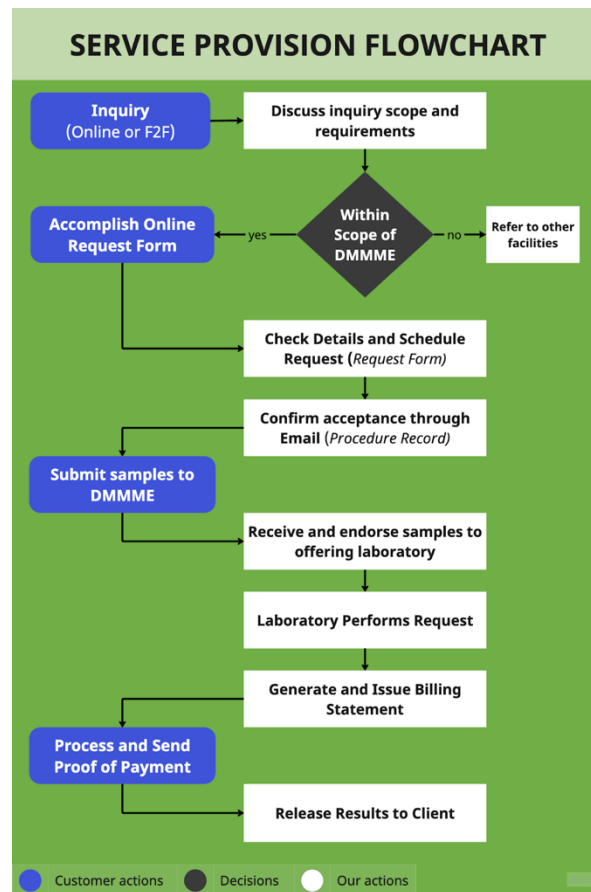
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- 6) **Billing and Payment:** The billing statement will be sent to the client electronically (i.e., via email) after the service has been completed. Clients may settle their payments online via Linkbiz or face-to-face at the UP Diliman Cashier's Office. Note, however, that **only face-to-face transactions will merit an Official Receipt** and the deposit slip/online payment confirmation will serve as the proof of payment for online payments. Government terms are also accepted and signed disbursement vouchers will serve as the proof of payment. [See the attached detailed instructions for settling payments.](#)
- 7) **Results:** Results in the form of raw data will be sent to the client's nominated email address once available and the proof of payment is received and acknowledged. Certificate of Service Completion and Report of Analysis (if applicable) will also be released electronically.

For more detailed terms and conditions, please refer to [MRCF Terms and Conditions](#). For further clarifications, you may also check the attached [frequently asked questions](#).



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## Sample Submission Instructions

**Prior to Submission of Samples:** Make sure that you have a scheduled appointment and you have been given a reference number.

### 1. Pack the samples accordingly in a **sealed, leak-proof, and non-permeating container:**

- For **bulk solid samples** - appropriately sized, sealed plastic bag.
- For **powder samples** - sealed plastic bag or container (plastic or glass).
- For **liquid samples** and suspensions - sealed plastic or glass container.
  - Make sure that the container is suitable for the liquid – that is, the liquid does not dissolve the container material (e.g. do not store toluene-based samples in a plastic container).
- For **volatile liquids** - make sure that the lid is further sealed (e.g. with a parafilm wrap) to prevent leakage of vapors and loss of samples.
- For **multiple samples** - pack each sample individually, then pack each sealed sample in another sealed bag. As much as possible, all samples must be contained in one bag per request.

### 2. Label the samples accordingly.

- Indicate the **reference number (RF #)**, the **test requested** (e.g. SEM, TGA, FTIR), the **date** when it was packed, and the date when it was shipped or submitted.
- Indicate whether leftover samples will be **claimed or disposed of after testing**.
- **Special sample handling** may be indicated in the container (e.g. storage temperatures, exposure to light).

All sample handling and storage instructions should be communicated with MRCF before submission of samples. *MRCF will not be held liable for sample damage in case these instructions were not properly communicated and acknowledged.*

Note that incompletely labeled submissions will not be subjected to testing and will prompt verification, thereby causing unnecessary delays.

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## Payment Methods

### **METHOD A: ONLINE LANDBANK LINKBIZ PORTAL (NO OFFICIAL RECEIPT)**

1. Go to the Landbank Linkbiz Portal: <https://www.lbp-eservices.com/egps/portal/Merchants.jsp>
2. Fill out the Form:
  - a. Look for **“University of the Philippines Diliman”** in the merchant list.
  - b. For the transaction type, select **“TESTING FEE/SERVICE FEE”**
  - c. Select your preferred payment option
    - Landbank account holders: choose **“Landbank”** (total service fee: Php 15)
    - Other banks: choose either **Bancnet** or via **PCHC Paygate** (total service fee: Php 25)
    - **Cash** payments via accredited payment partners, e.g. **7-Eleven, ECPay** (total service fee: Php 30)
  - d. Enter the payment details
    - **Amount** indicated in the issued billing statement
    - **Name of the payor** indicated in the issued billing statement
    - **Account code: TESTING FEE**
    - **Unit/College: UPDMMME**
    - **Email address** where the payment confirmation will be sent
    - **Phone number** where the payment confirmation will be sent
    - **SOA/Billing number** found at the upper-right hand corner of the issued billing statement (e.g. 2021xxxx-yyyyyyy)
    - **Period covered:** Date indicated in the issued billing statement
  - e. Click **“Continue”** and follow the instructions for the payment portal selected.
3. After payment, print the Payment Confirmation Receipt. This serves as the official proof of payment.

### **METHOD B: FACE-TO-FACE PAYMENT (WITH OFFICIAL RECEIPT)**

1. Face-to-face payments can be made at the **UPD Cash Office** (G/F PNB Bldg. Apacible Street, UP Campus, Diliman, Quezon City).
2. Bring your **billing/SOA** upon payment.

#### **Reminders:**

- a. For faster transactions PLEASE PREPARE EXACT AMOUNT.
- b. Payors must bring their own pen, vaccination card, and alcohol.

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## Frequently Asked Questions (FAQs)

### TESTING SERVICES, RATES AND OTHER INFORMATION

- **What are the available tests and services that you offer?**  
Please refer to the list of all services and rates: [bit.ly/mrcf-testing](http://bit.ly/mrcf-testing).
- **What are the rates for individual tests per lab?**  
Please refer to this for the prices of the services: [Folder - Google Drive](#)
- **What are the available payment methods?**  
You may refer to this for the available payment methods: [bit.ly/mrcf-payment-methods](http://bit.ly/mrcf-payment-methods)
- **What is the process for requesting the testing service online?**  
Testing service requests must first be communicated with our researchers or extension specialists through [mrcf@up.edu.ph](mailto:mrcf@up.edu.ph). Once approved, an online test request form will be sent via email. For the detailed service provision guidelines, you may check [bit.ly/mrcf-serviceprov](http://bit.ly/mrcf-serviceprov).

Your request will then be endorsed to the laboratory who will coordinate the sample submission and test schedules. The billing statement will be issued after the service has been completed. And results will be released after a proof of payment (e.g. official receipt, transaction receipt, or signed DV for government terms) has been submitted and validated.

- **What are the other information and resources of MRCF?**  
For information and resources on MRCF (i.e. Terms and Conditions, Sample Submission Instructions and Payment Methods), you may check: [Services - Department of Mining, Metallurgical and Materials Engineering \(upd.edu.ph\)](#)
- **What are the terms and conditions of MRCF?**  
Kindly refer to this for the terms and conditions of MRCF: [bit.ly/mrcf-terms-and-conditions](http://bit.ly/mrcf-terms-and-conditions)

### SAMPLE SUBMISSION

- **How can we submit our samples for testing?**  
You may refer to this file for sample submission instructions: [bit.ly/mrcf-sample-submission](http://bit.ly/mrcf-sample-submission). If you'll send them via courier, please contact us for the details.

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Kindly label your sample accordingly, including the reference number of your test (**REF#**). Follow a simple labeling code (e.g. A, B, C, D or 1, 2, 3).

- **When can we submit our samples?**  
Schedule for submissions will be coordinated upon confirming the acceptance of the request.
- **How long will it take to receive the results after sample submission?**  
Please note that the standard turnaround time for testing service is two weeks after the submission of samples. But scheduling still depends on the availability of the equipment and operator.

## **FLOW OF ACCEPTANCE OF REQUEST**

- **What are the steps after accepting the request?**  
After the request has been accepted, you will be asked to fill out an online form and will be endorsed to the laboratory who will coordinate the sample submission and test schedules. The billing statement will be issued after the service has been completed. And results will be released after a proof of payment (e.g. official receipt, transaction receipt, or signed DV for government terms) has been submitted and validated.

You may also refer to this flowchart: [bit.ly/mrcf-hcrflowchart](https://bit.ly/mrcf-hcrflowchart)

## **TECHNICAL REPORT or REPORT OF ANALYSIS**

- **When can we request for the Technical Report/Report of Analysis?**  
Request for Technical Report/Report of Analysis must be communicated to the facility prior to submission. This is only applicable when you request Data Interpretation and Analysis with an additional fee of Php 1,500.00 per hour of analysis rendered and additional two weeks processing time. Please note that the analysis of results is limited to the data obtained from the test and the available software.
- **What level of access or entitlement do students have to the services?**  
**Students are only eligible for raw data and Certificate of Service Completion.** For student research projects, we highly encourage that the students perform their own analysis. For Certificate of Service Completion, please allow for additional processing time.
- **How long will it take to receive the results after sample submission?**  
Please note that the standard turnaround time for testing service is two weeks after the submission of samples. But scheduling still depends on the availability of the equipment and operator.

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## **LABORATORY USE**

- **Are the laboratories accessible for use by external individuals?**

The department currently restricts access to its facilities for only its researchers, staff, and students. We can only accommodate test requests (e.g. characterization of materials) for a fee, but we need to know which particular tests and what kind of samples you will be submitting.

## **THESIS CONSULTATION**

- **Who can we approach for thesis consultation?**

Our department cannot directly provide consultation services to students not affiliated with us. A withstanding agreement between your school and our institution is required to be able to avail this service.

We recommend looking for relevant papers and directly contacting the principal investigators listed on the article. Most journals list the email of the corresponding authors, and most researchers prefer to be contacted this way as it gives reverence to the work they published. Please note that your request for consultation will still depend on the availability and approval of the researcher you contacted, and it is always prudent to conduct your own literature review to rationalize your research designs and methodologies.