Enterprise Business Services NCLWF Grants Management System



Help Document for External Users
3/6/2024

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Technical Support - Frequently Asked Questions

1. Who do I call if I have questions?

- a. <u>General Questions About Your User account</u>: Terri Murray, NCLWF Executive Assistant at 919-707-9445 or send an e-mail to: teresa.murray@dncr.nc.gov.
- b. <u>Passwords</u>: NCDOT EBS Support Services Team at 919-707-2208 or send an e-mail to EBSSupport@ncdot.gov.
- c. <u>Questions Regarding Your Agreement, Claim, or Change Requests</u>: please contact your Contract Administrator. If you don't know who that is, look at the first page of your contract or on the Agreement in EBS.
- 2. User ID has not been set up. What do I do? Call Terri Murray, NCLWF Executive Assistant at 919-707-9445 or send an e-mail to: teresa.murray@dncr.nc.gov.
- 3. I changed my password after I logged into the system for the first time, but the system will not allow me to log in using my new password. Make sure your Caps Lock is not on. Clean out your cache. If you still have problems, please contact EBSSupport@ncdot.gov.
- 4. I am trying to log on with my correct password and I am not able to log on. What is the problem? If you have not logged into the system in 30 days, your password is locked. For password assistance, contact NCDOT EBS Support Services Team at 919-707-2208 or send an e-mail to EBSSupport@ncdot.gov.
- 5. Will I be able to access the Grants Management System using my Mac computer? The Grants System can be accessed if you are running Windows, but not if you are using the Mac operating system. You must use Chrome or Edge.
- 6. I logged into the system, but the system is not displaying properly, and I cannot perform any work.

 For best performance, use the Chrome or Edge browsers.
- 7. What version of Adobe Reader do I need to view the Grants Management System forms?

 Adobe Reader 9.0 or higher.
- **8.** Are there limits on the size of attachments? It is recommended to keep attachment size under 100 MB for optimal performance.
- **9.** How do I know which fields are required? Required fields are marked with a red asterisk (*).
- **10. Will the system time me out due to inactivity?** Yes, the system will time-out due to inactivity after thirty minutes. All unsaved data will be lost.
- 11. Why did I get logged out of the system? The Grants Management System will automatically log you out after thirty minutes of inactivity. All unsaved data will be lost. Prior to being logged off, you will see a popup that allows you to extend your session by clicking ok. If you click ok, you can work indefinitely.

EBS-GMS Help Manual Page **3** Revised 2024

- **12. When is the Grant Management System available?** The Grants Management System will generally be available 24 hours a day, seven days a week; however, there will be periodic maintenance windows when it will not be available, usually on weekends. Additionally, keep in mind that NCDOT EBS Support Services Team will only be available to assist you during normal business hours, Monday Friday, 7am 4:30pm.
- **13. Who will receive notification emails and letters?** Notification letters are sent to the contact listed on the, claim or change request. Please contact Terri Murray, NCLWF Executive Assistant at 919-707-9445 or teresa.murray@dncr.nc.gov if you have questions or you see that a different person should be added as a contact.
- **14.** If I am working in any of the forms and I select Grants Home but have not saved or submitted the forms, what happens? You will lose the information and must re-enter all the data.

Log On Instructions

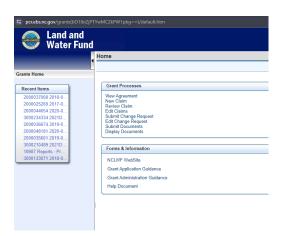
To log on to the EBS Grant Management System, you will need your EBS Portal user ID and password. If you have forgotten your ID or password, call the NCDOT EBS Support Team at 919-707-2208 or send an email to EBSSupport@ncdot.gov. Tell the Help Desk Technician that you are an external user for the NCLWF System and give them the eight-digit number recorded on your access authorization form.

- 1. Using your browser to navigate to https://www.ebs.nc.gov.
- 2. The Enterprise Business Services log on screen displays.
- 3. Enter your user ID and password. Click Log on
- 4. The Partner Applications dialog box displays.
- 5. Click the DNCR Grants tile.

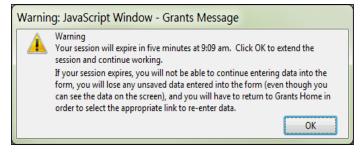




6. The Home screen displays. From the Home screen, links to all the functions necessary to manage your project will be displayed, as well as access to the NCLWF website, and downloadable forms and guidance documents.

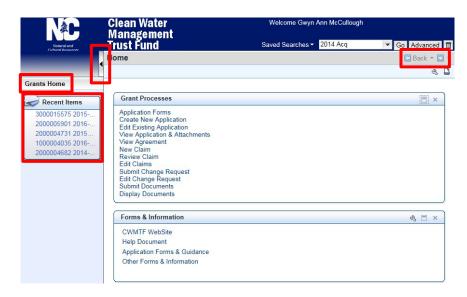


A warning message displays when an open session is about to expire due to inactivity. If a session times out, another message displays directing you to the Grants Home screen so that you can select the appropriate link to re-enter any unsaved data that was lost. To prevent losing data, save your work frequently.



System Navigation

- Click to hide the Navigation panel on the left side of the screen or click to display it.
- Click Back to navigate to the previous screen or click to navigate to the next screen.
- Click a link in Recent Items to open a recently accessed document.
- Click Grants Home to return to the Home screen.



- Click ▶ to the left of a heading to expand a section or click ▼ to collapse a section. (Figure 2)
- Click automatically scroll back to the top of the screen.
- Click
 Expand or □ Collapse to display or hide additional rows.
- Click ◆Back, Forward ▶, or a highlighted page number to display additional table rows.

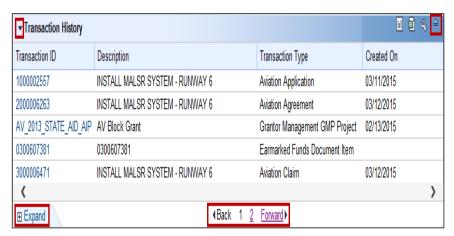
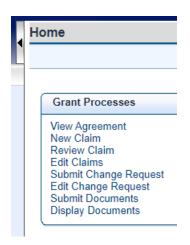


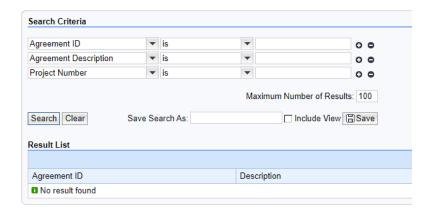
Figure 2

Search Criteria

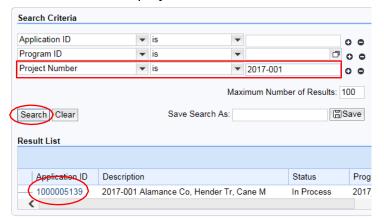
You can search for specific projects by using search criteria.

1. From the **Home** screen, choose a Grant Process from the Home screen. The Search window opens.





- The Search Criteria has three components: Field, Operator, and Value.
 - a) Choose a Field. Use the to display a list of options from which to choose.
 - b) Choose an Operator. Use the \(\structure \) to display a list of options from which to choose.
 - c) Enter or select a Value.
 - A value can be the Project Number (2015-416), or the system generated ID number (e.g. 1000004254).
 - Click □ to display specific values; click 🗈 to display a calendar from which a date may be selected; or click ▼ to display a list of values from which to choose.
- 3. Click Search. A list of documents matching the search criteria is displayed in the Result List section.
- 4. Click the number link to access the project information.



- To save specific search criteria, select the Field,
 Operator and Value. In the *Save Search As* field type
 in a "name/title" for that specific search and click
 save.
- 6. To access your saved searches, go to the top, right corner of the Search window.



7. Click the dropdown menu, select the search and click Go.



View Agreement

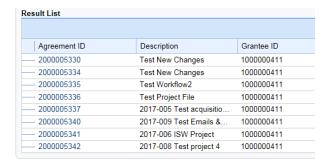
Once an application is Approved and Funded by the Board of Trustees, NCLWF staff will work with you through the contract development and agreement phase. Once your contract has all requisite signatures, NCLWF staff will upload the grant contract and you will then be able to manage your project using the function of the online GMS.

Choose View Agreement to view a Project's General information, Budget Line Items, Transaction History, and Attachments (this is where the uploaded executed contract can be found).

1. From the Home Screen, click View Agreement. The Search: Grantor Application window displays. Click SEARCH to display a list of projects. All Agreements associated with your agency will display.

NOTE: If your agency has many agreements, you can enter search criteria to limit the results list. Refer to Search Criteria, page 7 for more details on how to select specific criteria and save searches.

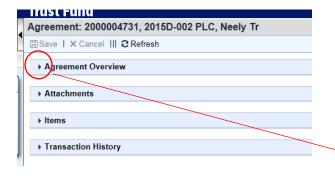
2. From the results displayed, click the corresponding Agreement ID link. The Agreement: 20000XXXX, Project Name window opens.



Grant Processes

Application Forms
Create New Application
Edit Existing Application
View Application & Attachments
View Agreement
New Claim
Review Claim
Edit Claims
Submit Change Request
Edit Change Request
Submit Documents
Display Documents

3. Select the or arrow beside a header (Agreement Overview, Attachments, Items, Transaction History) to expand or hide section details.

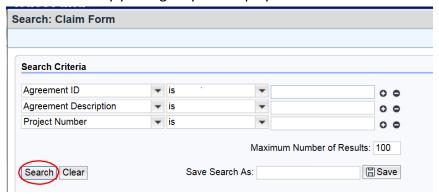




New Claim

To submit a new claim (request for reimbursement), select New Claim for the Home screen.

 From the Home Screen, click New Claim. The Search: Claim Form window displays. Click Search to display a list of projects. All claim requests submitted by your agency will display.



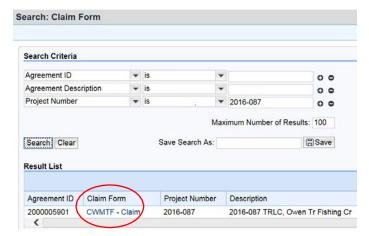


NOTE: If your agency has many agreements, you can enter search criteria to limit the results list. Refer to Search Criteria, page 7 for more details on how to select specific criteria and save searches.

- In the Result List, click the NCLWF Claim link under the Claim Form heading for the corresponding project. The New Claim Form will display.
- 3. Complete the highlighted fields in the claim form.

NOTES:

- Billing Address and Federal ID are pre-populated and not editable. If this information is incorrect, please contact Terri Murray, NCLWF Executive Assistant at teresa.murray@dncr.nc.gov.
- The Invoice Number refers to what number request it is for that specific project (e.g. 01 = first request, 05 = fifth request) OR it can be a specific number your organization assigns to this payment request.
- The Invoice Period From/To dates refer to the period for which the attached invoices apply.
 - For the first Claim, the Invoice Period From date should correspond to the effective date of the contract and the Invoice Period To date should correspond with the date the Claim is being submitted.
 - All Claims that follow, the Invoice Period From date should correspond to the previous claim's Invoice Period To date. The Invoice Period To date should correspond with the date the Claim is being submitted.



Grant Recipient ID / Description	1000000411 - BELMONT CITY OF						
Billing Address	O Box 431 IELMONT, NC 28012						
Project Description	2017-009 Test Emails & Letters						
Federal ID	56-0856848	Invoice Number					
Program ID/Description	CWMTF_2017_REST_PLANNING	Final Invoice	○ Yes No				
Agreement Number	2000005340	Project Number	2017-009				
Agreement Period From	02/09/2016	Agreement Period To	02/28/2026				
Invoice Period From *		Invoice Period to *					
Submitted by	Alex Robinson	Submitted Date	04/18/2017				

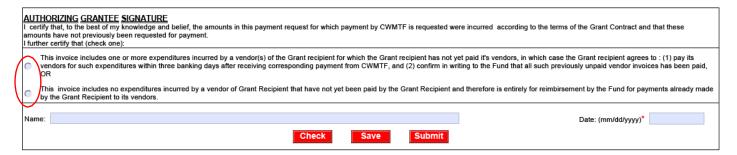
New Claim continued

The line items of a claim form originate from the budget approved as part of the Agreement/Executed Contract.

4. Enter the amount of funds being requested in the appropriate line item in the *Payments Requested* (NCLWF) and/or *Spending requested for approval* (Matching Funds) columns.

		CWMTF-Funds							1	Matching Funds				
Codes	Funds	CWMTF Funds Budget	Approved Payments	Payments Requested		Total Payments	Balance	Matching Funds Budget	Approved Spending		Spending requested for approval	\	Total Spending	Balance
D001	D001 - PROPERTY ACQUISITION	\$170,000.00	\$0 00			\$0.00	\$170,000.00	\$200,000.00	\$0.	00			\$0.00	\$200,000.00
D011	D011 - STEWARDSHIP ENDOWMENT	\$14,377.00	\$0.00			\$0.00	\$14,377.00	\$0.00	\$0.	00			\$0.00	\$0.00
	D014 – ADDNL. EXPENSE -TRANSACTION COSTS	\$25,300.00	\$0.00			\$0.00	\$25,300.00	\$0.00	\$ 0.	00			\$0.00	\$0.00
D015	D015 - ADDNL. EXPENSE -PROJECT ADMINISTR	\$2,530.00	\$0.00			\$0.00	\$2,530.00	\$0.00	\$0.	00		\neg	\$0.00	\$0.00
Totals		\$212,207.00	\$0.00		17	\$0.00	\$212,207.00	\$200,000.00	\$0.	00		7	\$0.00	\$200,000.00
					/					1				

5. Carefully read the authorization and check the applicable response. Type in your name and enter the current date.



- 6. Check, Save, Submit
 - a. Click **Check** to ensure you have completed all required fields. Correct errors that may have occurred.
 - b. Choose Save if you are <u>not</u> ready to submit your Claim.
 NOTE: You will be able to upload supporting documents, but you will need to use the *Edit Claims* process to submit a final Claim request.
 - c. Choose **Submit** if your Claim is final and you are ready to submit.
- 7. After clicking **Save** or **Submit**, you will be given the opportunity to attach supporting documentation.

New Claim – Attaching Documents

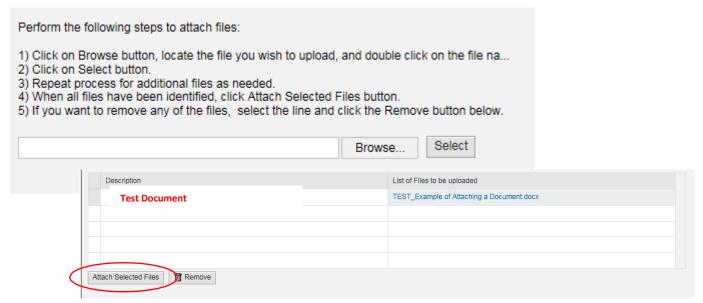
After clicking **Save** or **Submit** on the claim form, a window will display with a reference number and a link for attaching documents:

1. Record the number for future reference. This number is unique and referred to as the Claim ID. Click "here" in the window display and follow the instructions for attaching supporting documentation.



Claim Requests without proper supporting documents will be returned. The request will not be fully processed and approved until all supporting documentation has been received and reviewed by NCLWF.

2. Click the browse button and select the file you wish to upload. Click Select. A table will display showing a *Description* field and a *List of Files to be uploaded*. To upload additional documents, repeat Step 2 until all documents appear in the List of Files to be uploaded.



- 3. Enter a description for each document. Click **Attach Selected Files**.
- 4. Documents successfully will display.
- 5. Click **Grants Home** to return to the Home Screen.

NOTE: Remember, if you chose to <u>save</u> the Claim, you will need to use the *Edit Claims* function to complete the process to submit the Claim.

Review Claim

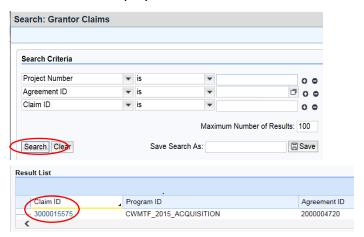
The *Review Claim* function allows you to view the information submitted on a claim request.

NOTE: Editing a claim is not allowed from the *Review Claim* option.

- 1. From the Home screen, click *Review Claim*. The *Search: Grantor Claims* screen displays.
- 2. Click Search to display all claim requests.

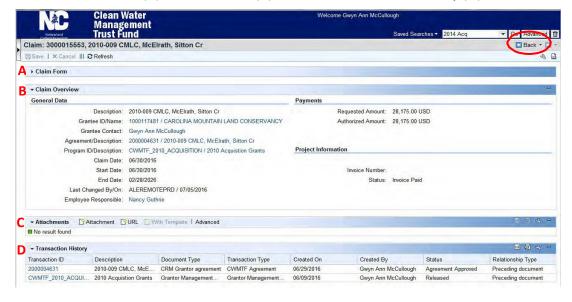
NOTE: If your organization has many claim requests, you can enter search criteria to limit the results list. Refer to Search Criteria, page 7 for more details on how to select specific criteria and save searches.

3. Claims will display in the Result List.





4. Select the claim by clicking on the corresponding number under the Claim ID heading. The Claim Form window will display. This window will allow you to view the claim form (A), as well as Claim Overview information (B), Attachments (C), and the Transaction History (D).



NOTE:

- Click on the

 in the

 Header to

 expand/collapse
 for more/less
 information in
 each section.
- Click the Back button to return to the previous screen.

Click Grants Home to return to the Home screen.

Review Claim

The *Review Claim* function allows the Grantee to view the claim form, general information, attachments to the claim and the transaction history.

It is possible to upload/attach documents to an existing claim in the *Review Claim* function. However, it is not recommended because NCLWF does not receive notification of the uploads. In most cases, you will receive notification that the Claim has been returned with details as to why and what information is necessary before resubmitting. Refer to page 16 for instructions for editing a claim that has been returned.

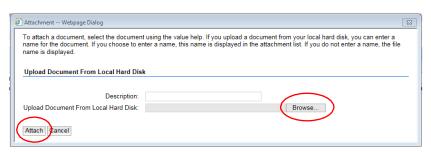
If directed by NCLWF to attach/upload additional documents, follow the instructions below.

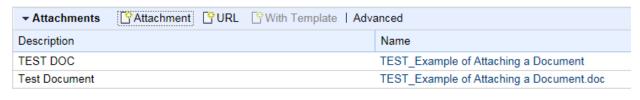
From the Home screen, click **Review Claim**. The *Search: Grantor Claims* screen displays. Click Search to display all claim requests.

1. In the Attachment heading, click Attachment.



- Click the browse button and select the file you wish to upload. Click Attach.
- Document will display under the Attachment section.





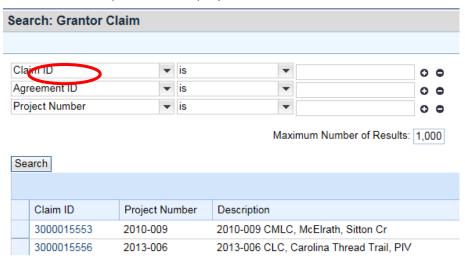
- 4. Click **Grants Home** to return to the Home Screen.
- Notify NCLWF staff that you have uploaded documents to the Claim.

Edit Claims

The Grantee will receive an e-mail notification containing a letter of explanation when a Claim Request is returned for corrections and/or additional information. The letter of explanation will identify the specific issues associated with the returned Claim Request.

For corrections to the dollar amount of a line item in the original Claim Form, proceed through the steps below. If it is not necessary to make corrections to the budget and ONLY need to upload supporting documentation, proceed to the section below and continue following the instructions.

- 1. From the Home screen, click the **Edit Claims** button. The *Search: Grantor Claims* screen will display.
 - Click Search to display all Claims that have been submitted by your organization.
 - To limit the search results, enter the Project Number or Claim ID into the corresponding open text field. Click Search.
- 2. A list of claim requests will display.



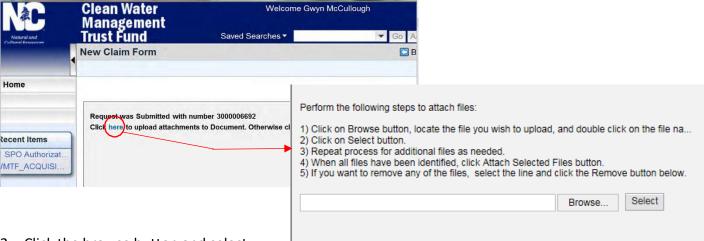


- 3. Select the Claim that requires editing by clicking on the **Claim ID number**.
- 4. The Edit Claim: 300000xxxx window will display the NCLWF Claim Request form.
- 5. Make the necessary corrections to the dollar amount previously entered in the corresponding Line Item(s) on the form.
- 6. Verify the **Authorizing Grantee Signature** box.
- 7. Enter Name and current date.
- 8. Check, Save, Submit.
 - **Check** Click Check to ensure you have completed all required fields.
 - **Save** Click Save if you cannot complete the revisions in one sitting or if you would like to save the request for review within your agency before submitting.
 - **Submit** Click Submit to submit request. <u>Once a Claim Request has been submitted, it cannot be changed unless it is returned by NCLWF.</u>

Edit Claims - Attaching Documents

After clicking **Save** or **Submit** on the claim form, a window will display with a reference number and a link for attaching documents. If you do not need to attach supporting documents, click **Grants Home** to return to the **Home** screen.

1. Record the number for future reference. This number is unique and referred to as the Claim ID. Click "here" in the window display and follow the instructions for attaching supporting documentation.



Click the browse button and select the file you wish to upload. Click Select.

A table will display showing a *Description* field and a *List of Files to be uploaded*. To upload additional documents, repeat Step 2 until all documents appear in the List of Files to be uploaded.

3. Enter a description for each document. Click Attach Selected File.



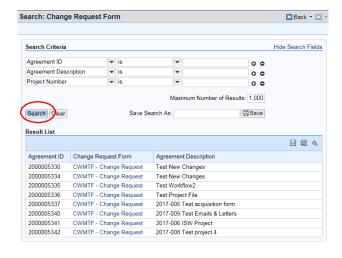
4. Click **Grants Home** to return to the Home Screen.

New Change Request

The *Submit Change Request* function allows the Grantee to request a grant contract modification. Modification requests may include a change in scope of work, budget line item amounts, contract extension request, construction start date, or other requests. All change requests are subject to review and approval by the Program Manager, and in some cases, must be approved by the Board of Trustees.

- 1. From the **Home** screen, click **Submit Change Request**. The **Search**: Change Request Form displays.
- 2. Click Search. Projects will display in the Result List.

NOTE: If your agency has many projects, you can enter search criteria to limit the results list. Refer to Search Criteria, page 7 for more details on how to select specific criteria and save searches.

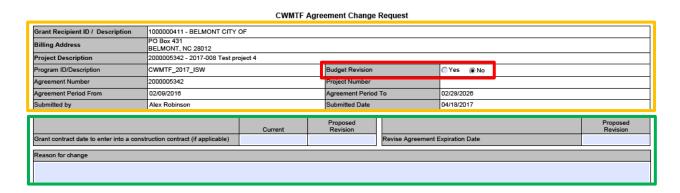




3. Click NCLWF – Change Request for the corresponding project. The New Change Request Form will display. The following provides a brief description of each section.

The change request form consists of four (4) sections:

- a. Section One contains information that is pre-populated and cannot be edited. If any of the information is incorrect, please contact Terri Murray, NCLWF Executive Assistant at teresa.murray@dncr.nc.gov. Additionally, to modify the budget, you must select Yes to Budget Revision.
- b. **Section Two** allows you to request a modification to the construction contract start date, contract expiration date and enter an explanation of the change request.



New Change Request continued

c. Section Three allows for budget line item revisions. To gain access to this section, you must first check **YES** in the Budget Revision field located in Section One.

				CWMTF Funds			Matching Funds					
Codes	Funds	CWMTF Funds Budget	Approved Payments	Change	Revised CWMTF Budget	Balance	Matching Funds Budget	Funds Approved			Balance	
D014	D014 – Addnl. Expense											
D015	D015 – Addnl. Expense											
D016	D016 – Addnl. Expense											
D020	D020 - Design, Permits, ProjAdmin	\$4,700.00	\$500.00		\$4,700.00	\$4,200.00	\$12,340.00	\$0.00		\$12,340.00	\$12,340.00	
D021	D021 - Construction	\$50,000.00	\$50,000.00		\$50,000.00	\$0.00	\$48,560.00	\$48,050.00		\$48,560.00	\$510.00	
D022	D022 - Construction Contingency	\$170.00			\$170.00	\$170.00	\$5,430.00	\$0.00		\$5,430.00	\$5,430.00	
D023	D023 - Construction Admin/Observation	\$33,530.00			\$33,530.00	\$33,530.00	\$540.00	\$0.00		\$540.00	\$540.00	
D025	D025 - Monitor;Collect/Eval Data; Report	\$378,560.00			\$378,560.00	\$378,560.00	\$5,470.00	\$0.00		\$5,470.00	\$5,470.00	
D026	D026 - Information Dissemination	\$370.00			\$370.00	\$370.00	\$80.00	\$0.00		\$80.00	\$80.00	
D027	D027 - Legal Fees and Closing Costs	\$37,370.00			\$37,370.00	\$37,370.00	\$340.00	\$0.00		\$340.00	\$340.00	
D045	D045 - Easement Prep & Recordation	\$5,340.00			\$5,340.00	\$5,340.00	\$8,730.00	\$0.00		\$8,730.00	\$8,730.00	
Totals		\$510,040.00	\$50,500.00		\$510,040.00	\$459,540.00	\$81,490.00	\$48,050.00		\$81,490.00	\$33,440.00	

d. Section Four is the authorization of the Grantee, as well as Check, Save and/or Submit.



To submit a request to modify the <u>construction contract start date</u> and/or <u>contract expiration date</u>, complete <u>Section Two</u> and <u>Section Four</u>.

To submit a request to modify the <u>budget line item(s)</u>, click **Yes** <u>ludget Revision</u> n <u>Section One</u> then enter a detailed *Reason for change* in <u>Section Two</u> and complete <u>Section Three</u> and <u>Section Four</u>.

NOTE: The *Reason for change* field does not have a character limit so please include all pertinent information that will help NCLWF staff in making a final decision.

Once you complete the necessary Sections, you have the option to Check, Save and/or Submit.

- 1. Check, Save, Submit.
 - **Check** Click Check to ensure you have completed all required fields.
 - **Save** Click Save if you cannot complete the revisions in one sitting or if you would like to save the request for review within your agency before submitting.
 - **Submit** Click Submit to submit request. Once a request has been submitted, it cannot be changed unless it is returned by NCLWF.
- 2. After clicking **Save** or **Submit**, a window will display with a reference number and a link for attaching documents. Record the number for future reference. This number is unique and referred to as the Change Request ID.

NOTE:

- If you choose to **Save** the request, you will need to complete the submittal process by using *Edit Change Request*.
- If you do not need to attach documents, click Grants Home to return to the Home screen.

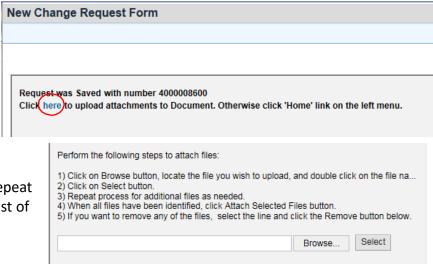
New Change Request Form	
Request was Saved with number 4000008600	
Click here to upload attachments to Document. Otherwise click 'Home' link on the left menu.	

New Change Request - Attaching Documents

To attach supporting documents, click "here" and follow the instructions.

 Click the browse button and select the file you wish to upload. Click Select. A table will display showing a *Description* field and a *List of Files* to be uploaded.

NOTE: To upload additional documents, repeat Step 2 until all documents appear in the List of Files to be uploaded.





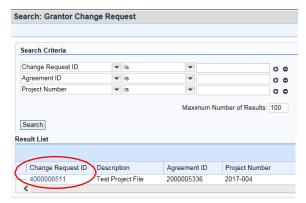
- 2. Enter a description for each document. Click Attach Selected Files.
- 4. Click **Grants Home** to return to the **Home** Screen.

Edit Change Request

The Grantee will receive an e-mail notification containing a letter of explanation when a Change Request is returned for corrections and/or additional information. The letter of explanation will identify the specific issues associated with the returned Change Request.

To edit a returned change request form:

1. From the Home screen, click *Edit Change Request*. The *Search: Grantor Change Request* window will display. Click Search.



NOTE: If your agency has many projects, you can enter search criteria to limit the results list. Refer to Search Criteria, page 7 for more details on how to select specific criteria and save searches.

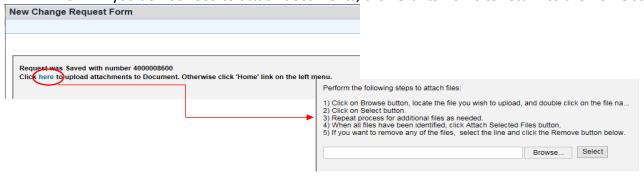


- 2. Click the Change Request ID corresponding to the appropriate project.
- 3. Correct the information per the letter of explanation.
- 4. Read the authorization statement, check box, enter Name and Date.
- 5. Check, Save, Submit.
 - Check Click Check to ensure you have completed all required fields.
 - **Save** Click Save if you cannot complete the revisions in one sitting or if you would like to save the request for review within your agency before submitting.

NOTE: If you choose to Save the request, you will need to complete the submittal process by using **Edit Change Request.**

- **Submit** Click Submit to submit request. Once a request has been submitted, it cannot be changed unless it is returned by NCLWF.
- 6. After clicking **Save** or **Submit**, a window will display with the reference number and a link for attaching documents.
- 7. Attach supporting documents by clicking "here" and following the instructions.

NOTE: If you do not need to attach documents, click Grants Home to return to the Home screen.



Edit Change Request - Attaching Documents

8. Click the browse button and select the file you wish to upload. Click Select. A table will display showing a *Description* field and a *List of Files to be uploaded*.

NOTE: To upload additional documents, repeat Step 2 until all documents appear in the List of Files to be uploaded.

Perform the following steps to attach files:
Click on Browse button, locate the file you wish to upload, and double click on the file na Click on Select button. Repeat process for additional files as needed. When all files have been identified, click Attach Selected Files button. If you want to remove any of the files, select the line and click the Remove button below.
Browse Select



9. Enter a description for each document. Click Attach Selected Files.



10. Click **Grants Home** to return to the **Home** Screen.