DWI EBS System
Frequently Asked Questions
Updated: February 2026

1. **What types of files can I submit via the DWI EBS System?**
   All file types can be submitted in the DWI EBS System. Examples include:
   - Portable Document Format (PDF)
   - Word Document (DOC and DOCX)
   - OpenDocument Text (ODT)
   - Hypertext Markup Language (HTML and HTM)
   - Microsoft Excel Spreadsheet (XLS and XLSX)
   - Text File (TXT)
   - Comma-Separated Values (CSV)

2. **How large a file/files can I submit via the DWI EBS System?**
   Each individual PDF uploaded has a limit of 250 MB; however, multiple 250 MB documents can be uploaded. Submitters can also reduce the DPI of a PDF (300 DPI provides adequate resolution) to reduce file size.

3. **Where should I submit claims requests?**
   Claim requests should be submitted using the [DWI EBS System](). Instructions and links can be found in the [DWI EBS System User Guide]().

4. **How do I log into the DWI EBS System?**
   You will need to use your NCID username and password to access the system.

5. **My log-in is not working. I am receiving the "authentication error" message. How do I access DWI EBS System?**
   If you CANNOT access the EBS Portal due to an 'authentication error' or if you have forgotten your NCID or Password, please try the following Troubleshooting Access instructions. Do not skip any steps.
   > 1. Close all internet sessions.
   > 2. Verify your NCID log-in credentials. **Note:** There are different instructions for NCID versus myNCID users. The two types of users perform **different steps on different websites**. Read below to see which category you fall under. If you are unaware of which type of NCID you're using, it's best to contact the EBSSupport@ncdot.gov for assistance.
   >   - If you are a Local Government Employee (i.e., Currently employed or assigned to work for a North Carolina county or municipality) - Log in to your **NCID Account** at https://ncid.nc.gov
   >   - If you have **forgotten** your User ID or Password, click the **"Trouble Signing In?"** from the NCID Account link and follow the prompts.
   >   - If your NCID is **disabled**, contact your agency's NCID administrator to have your account reinstated. A list of NCID administrators can be found at: [Local Government Employee]()
   >   - Otherwise, proceed with step 3.
   >   - **or**
   >   - If you are an individual or citizen (e.g., a project consultant, engineer, etc.) - Log in to your **myNCID Account** at https://myncid.nc.gov
   >   - If you have forgotten your myNCID or Password, or if your myNCID account is locked, click the **Trouble Signing On?** link and follow the prompts provided.
   >   - If you are unable to change your password or unlock your account, please contact **NCDIT Helpdesk** for assistance at **919-754-6000.**

3. Sign out of NCID or my NCID, whichever is applicable
 You **_must_** sign out to establish the connection between NCID and EBS.
- Click your *name* at the top right corner of the NCID screen.
- Select *Sign out* from the drop-down menu.

4. **Wait** approximately 10 minutes
5. Log onto the EBS Portal https://www.ebs.nc.gov

Please note NCID is self-service. You can reset your password on the NCID Website: https://ncid.nc.gov. NCID accounts set up by your local NCID Administrator will receive an email to change your password every 90 days. MyNCID accounts created for users who are not local government employees will not get notification emails. *Failure to change your password on NCID's website will result in your NCID being deleted and loss of access to EBS.* Do not disregard these emails.

If you continue to experience issues, please ✉ **Email EBS Support** at: EBSSupport@ncdot.gov and include:
- **Name** (*Full name*)
- **NCID or myNCID**
- **Phone number**

6. **How do I submit a claim or disbursement request for my project?**
Once logged in and on the EBS System home page, select the Tile: Claim NCDEQ DWI. Once on the DWI Claim screen there is a **Create Claim** button on the top right corner of the screen. Select the appropriate project to start a new claim. A step-by-step demonstration is available in EBS here: DWI Claim Process XPress Card. A complete user guide is also located here: DWI EBS System User Guide.

7. **I have attempted to create a claim, but the project is not listed in EBS?**
Only projects considered "Active" in EBS will show up in the list of projects to be selected. A project can only be "Active" when project funding information and NCFS financial codes have been entered into EBS. If a project does not appear, it is most likely because the NCFS financial codes have not yet been provided or verified.   Please contact your project manager for assistance or contact the DWI EBS Support team at: DWIEBSSupport@deq.nc.gov.

8. **I saved my claim request but did not receive confirmation of submission. How can I be sure my request/report was submitted successfully?**
The "Save" (Finish Later) option does NOT submit the claim. When you click the "save" button, it is still pending in the "In Process" status. If the submission is complete and ready for review, be sure to click "Submit" at the bottom of the form, and you will receive confirmation email with an assigned claim number for a successful submission.

9. **I hit the "submit" button at the bottom of the claim form, but I keep getting error messages. What does this mean?**
There are many potential error messages that must be resolved prior to the claim being successfully submitted. The following table shows the most common error messages and the reason they occur:

Error Message	Reason for Error
Invoice Number is required Disbursement Request Number	Missing the Disbursement Request Number in the Claim Details at the top of the claim form.
Invoice From Date is required (either Date From or Date to)	Missing one of the Dates in the Claim Details at the top of the claim form.
Date From/To should not be in future (either Date To of Date From)	The Date range covered by the claim cannot go past the current date (i.e. into the future).
Date From should not be after Date To.	The Date From must be earlier than the Date To.
Please select Yes or No for (either First or Last Claim)	Missing data for either First Claim or Final/Last Claim. Please note the list of typical items required prior to first or last payment listed at the bottom of the form.
Expense must not be negative. (expense type)	One of the like items shows a negative value in the calculated Request for this Pay Request field.
Must include at least 1 attachment to submit	Supporting Documentation is required for all claims. At least one attachment must be uploaded or an error message will show
Please select check box for Attestation	Missing the check box in the attestation section.
Please enter Name: Submitter Name	Missing Submitter Name after Attestation. Note that the Attestation check box and Submitter Name are removed every time the Claim is Saved. The Submitter must attest and add their name prior to submitting the claim for DEQ review.
Minus Previously Paid to Date ($xx.xx) must equal Reimbursed To Date ($xx.xx).	The Minus Previously Paid to Date total in the Expenses Table that is calculated from the expenses entered on the form, must equal the total Reimbursed To Date for the project that is shown in the Funding (NCDEQ DWI Use Only) table.

10. **What is the difference between the two DWI-EBS roles 1) Create and Submit Claim (Authorized Rep) and 2) Create Claim (Not Authorized to Submit)?**

    Create and Submit Claim (Authorized Rep): This role is for individuals delegated to be able to submit claims for the fund recipient. This role can create, edit, and submit claims in EBS. The Authorized Representative (as identified in the funding resolution) is delegated for this role. The Authorized Representative can also delegate other LGU staff for this role. Common Examples of a claim submitter role:
    - Mayor
    - Administrator
    - Finance Officer

NOTE: **Currently EBS will allow individuals approved to Create and Submit Claims to create, edit and submit claims for <u>ALL</u> active DWI projects for the organizations (LGUs) that they have been authorized to access.** Until this EBS security concern can be addressed, to ensure that EBS users can only submit claims for those organizations that have authorized them to do so, DWI will not approve Consultants or other service providers that are not employees of the funding recipient to be a Claim Submitter.

Create Claim (Not Authorized to Submit): This role is for individuals delegated to be able to create claims for the fund recipient, but not to submit claims for DEQ review.   This role can create and edit claims in EBS. Any staff with delegation to Submit and Create Claims can further delegate individuals to create claims for the fund recipient. Individuals delegated for this role do not need to be staff of the LGU or fund recipient staff. Examples of a claim creator role:

- Utility Director
- Clerk
- Consulting Engineer (Project Manager)
- COG Staff (Grant/Loan Manager)

NOTE: **If an individual is identified in EBS to Create Claims, EBS will allow the user to create, view and edit claims for <u>ALL</u> active DWI projects for organizations (LGUs) that they have been authorized to access.**

11. **Is the Authorized Rep in the Application resolution authorized to submit claims?**
    No, the Authorized Representative must be named in the <u>funding</u> resolution (resolution DWI received when the LGU signed the Funding Offer).

12. **Is the Town Manager or Mayor automatically authorized to be a submitter?**
    No, authorized claims submitters must be named or clearly defined by title as the Authorized Representative in the funding resolution or be delegated by that individual to Create and Submit Claims. In addition, all external users must request EBS access using the [External User Access Request Form](#).

13. **What if we want the claim submitter to be different than the one listed in the Funding Resolution? How does the organization (LGU) designate the Authorized Representative/claim submitter?**
    - Individuals authorized for the Create & Submit Claims (Authorized Representative) role must either be named as the Authorized Representative in a Resolution by the Governing Board (this is typically part of the Executed Funding offer), or be delegated by an Authorized Representative using the [Delegation of Authority to Submit Disbursement Requests for Division of Water Infrastructure Project Funds](#). Delegated submitters must be employees of the organization or local government unit.
    - The user must have an NCID (Unique identifier for individuals who need to access online resources). NCID registration and help can be found here: ncid.nc.gov
    - The external user must request DWI EBS access using the [External User Access Request Form.](#)

NOTE: **Currently EBS will allow individuals approved to Create and Submit Claims to create, edit and submit claims for <u>ALL</u> active DWI projects for the organizations (LGUs) that they have been authorized to access.** Until this EBS security concern can be addressed, to ensure that EBS users

can only submit claims for those organizations that have authorized them to do so, DWI will not approve Consultants or other service providers that are not employees of the funding recipient to be a Claim Submitter.

14. **How does the Authorized Representative delegate someone to create claims? Can multiple users be designated for the Claims Creator role?**
The Authorized Representative can delegate a user to create claims and can designate multiple users to create claims.
- The Authorized representative must complete the DWI EBS Authorized Representative Delegation Form to delegate responsibility to the user(s) that will perform the claim creator role.
- The user must have an NCID (Unique identifier for individuals who need to access online resources). NCID registration and help can be found here: ncid.nc.gov
- The user must request DWI EBS access using the External User Access Request Form
- For multiple users to be designated as the claim creator role, the External User Access Request Form and DWI EBS Authorized Representative Delegation Form must be completed for each individual to be delegated the claim creator role.

15. **How do I change the Local Government Unit's or organization's name or remittance address if it is showing incorrectly on the claim form?**
Information must be updated in the North Carolina Financial System (NCFS), which is maintained by the State Controller's Office, to change the name or address in EBS. To make a correction, please complete the DEQ Substitute W9 Request form and upload a completed "Modification to Existing Supplier Records Form." Be sure to select the box "Send me a copy of my responses" at the bottom of the Substitute W9 Request form and retain a copy of the "Modification to Existing Supplier Records Form." If you need to contact someone with questions for how to complete these forms, please email fsd.suppliermgmt@deq.nc.gov. If you have any additional questions regarding site supplier name or address, please email: DWIEBSSupport@deq.nc.gov.