

DIVISION OF WATER INFRASTRUCTURE EBS USER GUIDE

Updated: February 2026



INTRODUCTION

WHAT IS EBS

DWI EBS is part of the State's Enterprise Business Services (EBS) Platform.

EBS is a customized version of the SAP Grants Management System developed by the North Carolina Department of Transportation (NCDOT).

More than a dozen state agencies use a version of NCDOT's EBS system to manage grants, awards and contracts.

HOW IS EBS USED?

DWI EBS will initially be used by DWI fund recipients for requesting claims for funded projects. Example actions include:

- Create and submit claims
- View status of claims in review.
- Edit and resubmit claims returned for additional information.
- View historical claims.

TABLE OF CONTENTS

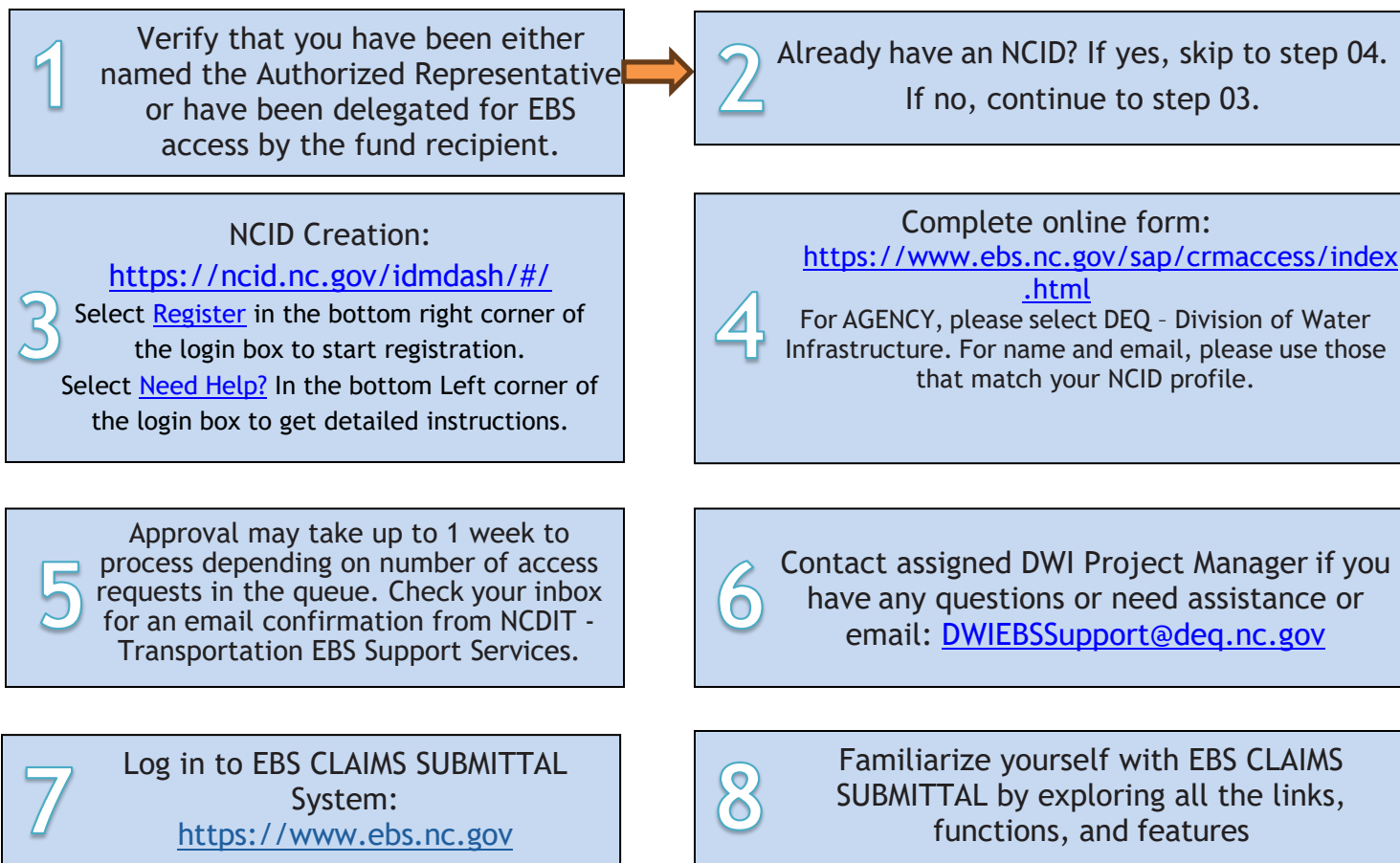
EBS CLAIMS SUBMITTAL RECIPIENT USER REGISTRATION

1. <u>DWI EBS Recipient User Registration</u>	5
2. <u>Log In To DWI EBS</u>	7
3. <u>DWI EBS - Claims Tile</u>	9
4. <u>Claims Requests</u>	12
Program Description Section	15
Claim Details by Expense Types Section (All Projects excpet CDBG-I Funded)	17
Claim Details by Expense Types Section (CDBG-I Funded Projects)	19
Expenses Summary Table	20
Funding (NCDEQ DWI Use Only) Section	21
Attachments Section	21
Attestation Section	22
Completing and Submitting the Claims Form	23
5. <u>Claim Requests Returned to Submitter</u>	24
6. <u>Approved Claim Requests</u>	26
7. <u>Rejected Claim Requests</u>	27
8. <u>Canceled Claim Requests</u>	28
9. <u>BEST PRACTICES</u>	29
10. <u>ADDITIONAL RESOURCES</u>	30

DWI EBS Recipient User Registration

Users of DWI EBS must register and be approved to access the system. Registration requires an NCID account, the name of the local government unit (LGU) or organization for which the individual has been approved to submit claims, and the Federal Tax ID of the same LGU or organization. NCID accounts will allow individuals to access DWI EBS with their NCID login and act on DWI funded projects awarded to the LGU or fund recipient to whom they have been provided access. DWI EBS access is provided based on information provided in an on-line access request form matching NCID account information, Federal Tax ID # for the fund recipient, and delegation for access provided to DWI by the LGU or fund recipient. Individuals delegated to access multiple LGUs or fund recipients must register for each LGU using the same NCID account.

Step-By-Step Instructions for DWI EBS User Registration and Workflow

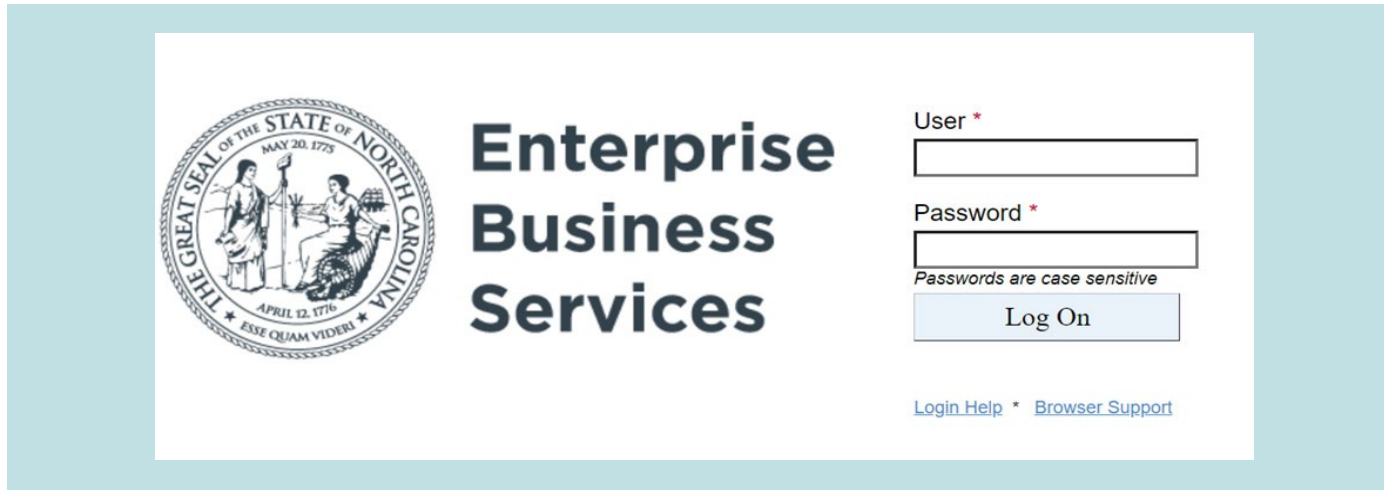


Now that you are registered and logged in, you can:

1. View Current and Past Claims for all of your DWI funded projects
2. Create Claims (Payment) requests
3. Edit and Update Claims requests returned by DWI that need corrections or additional information to approve
4. Download documents from previously approved claims
5. View by project, DWI funding amounts and approved claims disbursed to date

Log In to DWI EBS

EBS CLAIMS SUBMITTAL User Log-In: <https://www.ebs.nc.gov> Please log in with your NCID Username and password.



The screenshot shows the login interface for Enterprise Business Services. On the left is the Great Seal of the State of North Carolina. In the center, the text 'Enterprise Business Services' is displayed. On the right, there is a login form with two input fields: 'User' and 'Password'. Below the password field, it says 'Passwords are case sensitive'. A 'Log On' button is positioned below the password field. At the bottom right, there are links for 'Login Help' and 'Browser Support'.

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>
 - o If you have **forgotten** your User ID or Password, click the "**Trouble Signing In?**" from the NCID Account link and follow the prompts.
 - o 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](#)
 - o 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>

- o 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.
 - o 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.
 - o Click your *name* at the top right corner of the NCID screen.
 - o 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.

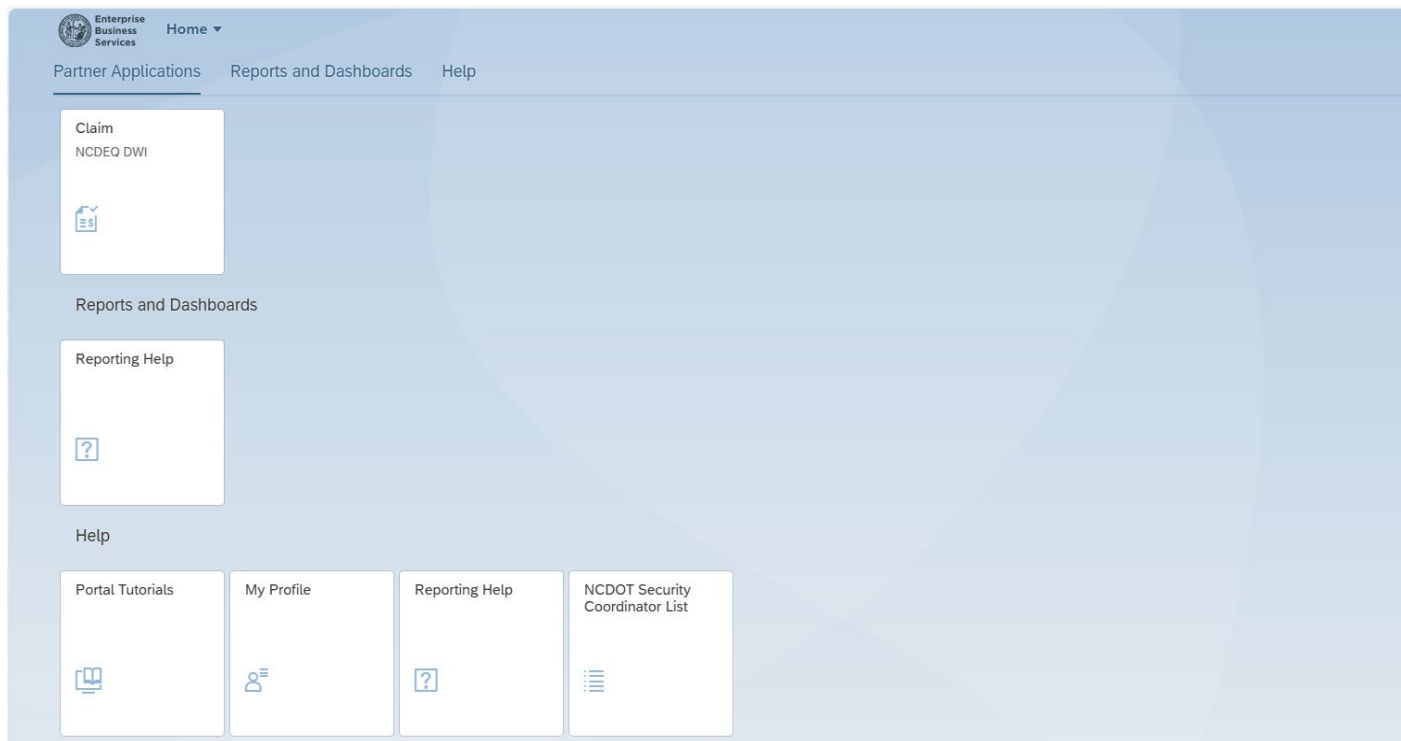
If you continue to experience issues, please ✉ **Email EBS Support** at: EBSSupport@ncdot.gov and include:

- **Name** (*Full name*)
- **NCID or myNCID**
- **Phone number**

DWI EBS - Claims Tile




All DWI funding recipients must use DWI EBS system for submitting claims requests. The DWI EBS system allows recipients to provide all supporting documents and claim information using a single interface. The DWI EBS system allows users to access and view project claims that are in process and that have been previously completed that are associated with the Federal Tax ID Numbers the user is approved to access in EBS.

To view claims, select the Claim NCDEQ DWI Tile.



The Claims screen will show two tables. The first lists current claims that are in process and the second lists historic claims (newest to oldest, by when the claim was created). All of the Claims listed in the Tables can be opened to view information provided in each Claim, including amounts requested and paid, supporting documentation, DWI return letters, or DWI approval letters.

Current Claims Section:

<div>  Enterprise Business Services </div> <div>DWI Claim ▾</div> <div>    </div>					
Current Claims (2)					
<div>Create Claim</div>					
Claim	Grantee	Description	Project Number	Agreement ID	Status
3000329038	CITY OF LINCOLNTON	Clarifier SEL	SEL-W-0057	2000076934	In Process by Submitter
3000329031	TOWN OF BENSON Benson, Town of	Benson CDBG-I Sewer Rehab/Replacement	20-I-3602	2000051209	Submitted


The Current Claims section provides a list of all claims in process. The Current Claims section includes a unique Claim number, Grantee name, project Description, Project Number assigned by DWI, a unique Agreement ID, the Status of the Claim, and a DWI Program Description assigned by EBS. The Claim Status updates with EBS actions. Possible status and explanation are listed below:

Status	Description
In Process by Submitter	Claim has been created but not yet submitted to DWI for review.
Submitted	Claim has been submitted to DWI for review
Returned to Submitter	Claim has been reviewed by DWI and corrections, or additional documentation is needed to complete review and approve the Claim. The user must take an action to Cancel or resubmit the Claim request when ready.
L1 - L3 Reviewed	Indicates that the Claim has been reviewed and is moving through approval process
Returned to L1 - L3	Indicates that the Claim has been returned internally within the DWI review process, however the Claim review remains internal to DWI
Approved	Claim has been approved and sent for payment.
Rejected	The Claim has been rejected, and no additional changes or updates can be made to the Claim.

An Agreement can have only one open claim in the Current Claim section at any one time. Users can cancel claims with the Status: In Process by Submitter or Returned to Submitter. Claims with either of these statuses will have a **Cancel** button to the right of the Program Description Column. If a user would like a Claim in process to be Canceled, please contact your Project Manager and request that the Claim be returned to the Submitter. The user can then Cancel the Claim. If a Claim is Canceled, it cannot be reopened or further modified.

History Section:

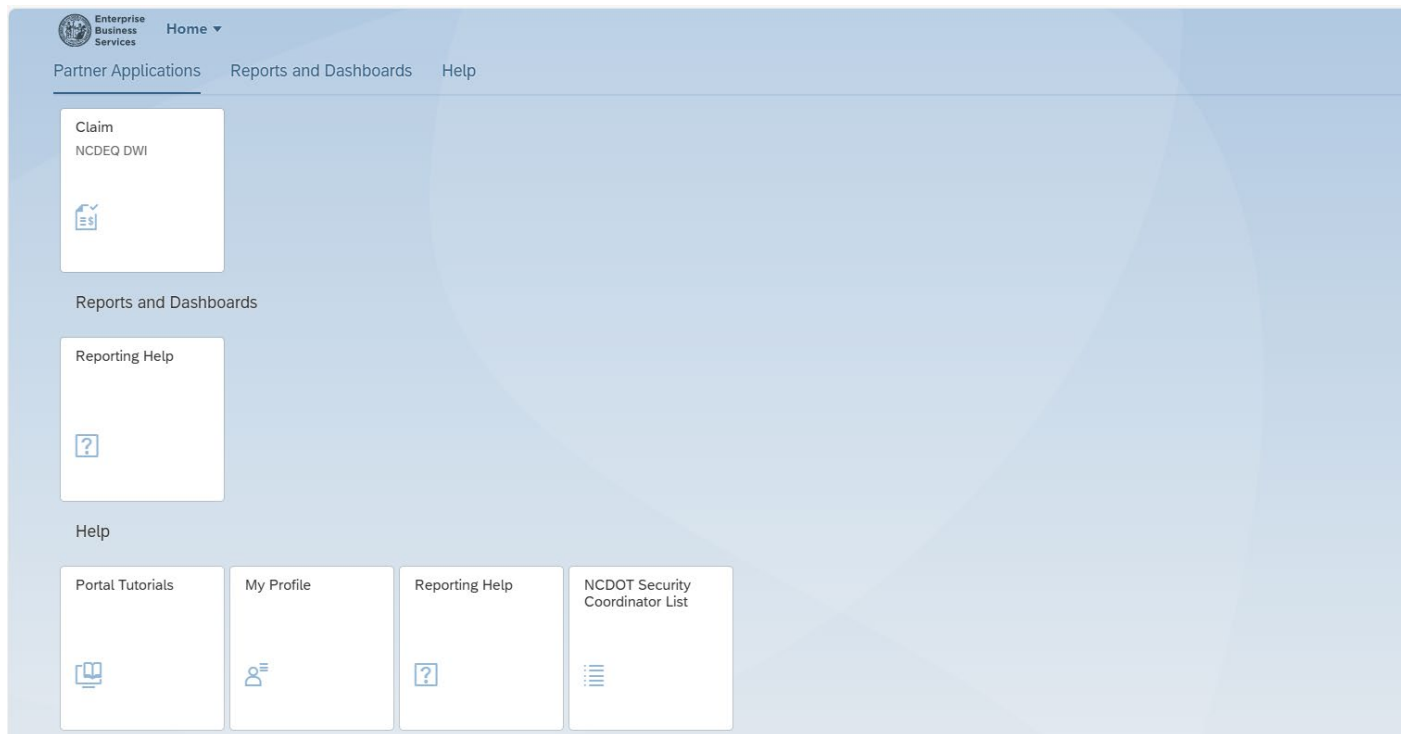
The History Section will show Claims that have been Approved, Rejected by DEQ reviewer, or Canceled by the claim creator or submitter. Claims in the History Section cannot be edited or changed by the user. The most recent approved Claim for a vendor will have the cumulative paid to date amounts for a Vendor or Expense Type when creating subsequent claims for that Vendor or Expense Type.

<div>  Enterprise Business Services </div> <div>DWI Claim ▾</div>					
History (67)					
Claim	Grantee	Description	Project Number	Agreement ID	Status
3000329036	Town of Lattimore	Wastewater AIA	AIA-W-0299	2000075018	Rejected
3000329037	Town of Lattimore	Wastewater AIA	AIA-W-0299	2000075018	Approved
3000329035	CITY OF LINCOLNTON Lincolnton, City of	Clarifier SEL	SEL-W-0057	2000076934	Approved
3000329034	CITY OF LINCOLNTON Lincolnton, City of	2022 Wastewater Project ARPA	W-ARP-0242	2000067232	Approved
3000329033	TOWN OF BENSON Benson, Town of	2020 Wastewater System Improvements	CS370584-05	2000045702	Approved
3000329026	TOWN OF BENSON Benson, Town of	Benson CDBG-I Sewer Rehab/Replacement	20-I-3602	2000051209	Cancelled by Subrecipient

Claims Requests

Per NCAC 159G-42 The Department must disburse the proceeds of a loan or grant to a recipient in a series of payments based on the progress of the project for which the loan or grant was awarded. To obtain a payment, a loan or grant recipient must submit a request for payment to the Department and document the expenditures for which the payment is requested. The EBS system is the required method for requesting payment and providing required documentation.

After logging into EBS, users can begin a claim request by selecting the Claim Tile.



Enterprise Business Services

DWI Claim

Current Claims (2)

Claim

Grantee

Description

Project Number

Agreement ID

Status

3000329038

CITY OF LINCOLNTON

Clarifier SEL

SEL-W-0057

2000076934

In Process by Submitter

Cancel

3000329031

TOWN OF BENSON Benson, Town of

Benson CDBG-I Sewer Rehab/Replacement

20-I-3602

2000051209

Submitted

History (67)

Claim

Grantee

Description

Project Number

Agreement ID

Status

3000329036

Town of Lattimore

Wastewater AIA

AIA-W-0299

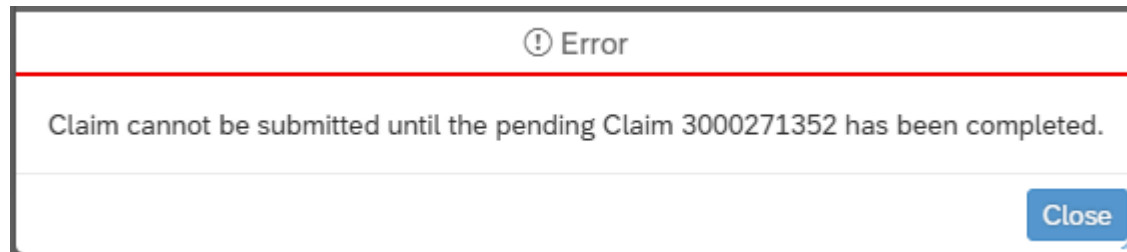
2000075018

Rejected

To submit a new Claim, select **Create Claim** in the upper right corner of the screen. A table (see below) will display showing all projects for which you have been authorized to submit claims. Select the Agreement of the project for which you would like to submit a claim. If projects are missing from the list, please contact DWI EBS support (DWIEBSSupport@deq.nc.gov) as there is likely an issue with your account settings. An example table is shown below.

Enterprise Business Services Active Agreements >			
Select the Agreement to create the Claim			
Agreement Description	Project Number	Program Description	Grantee
2000067271 Water Treatment Improvement ARPA	SRP-D-ARP-0318	DWI_CONSTRUCTION	Town of River Bend
2000063754 WW Systems AIA ARPA	AIA-W-ARP-0131	DWI_AIA	Town of River Bend
2000063282 Water System AIA ARPA	AIA-D-ARP-0132	DWI_AIA	Town of River Bend
2000062111 WWTP Enhancements ARPA	SRP-W-ARP-0241	DWI_CONSTRUCTION	Town of River Bend
2000040898 Water Meter Replacement ASADRA	2008	DWI_CONSTRUCTION	Town of River Bend

Only one claim can be in process for each agreement at a time. If a claim is created for an Agreement with another claim in process the following error message will appear:



To submit a new claim request, ensure the existing open claim can be processed quickly by responding to any notification concerning additional corrections or information that's needed for the open claim. If an open claim has been returned for additional information, you may also cancel the open claim and create a new claim request with all supporting documentation if that is more efficient.

Based on the funding type the user will see one of two Claim forms. Projects funded with funds other than CDBG-I will have one form, and projects funded with CDBG-I will have a different form. The EBS Claim forms look similar to the appropriate Disbursement Request Worksheet (optional worksheet for non-CDBG-I construction projects) or the CDBG-I Disbursement of Funds Request Form (required supporting documentation for CDBG-I claims requests) both forms are available on the Division Website.

Create Claim Form

To complete a Claim Request, you must provide key information summarizing the request and attach supporting documentation for the request. Necessary forms and supporting documentation for a claim is often project specific. The [DWI website](#) provides more explanation, example forms and worksheets for providing supporting documentation.

The EBS Claim Form is divided into six sections. A short explanation of each is provided below.

Program Description Section

This section displays and captures data linking the claim to the appropriate agreement (project), by whom and when the claim was submitted, the date range of expenses the claim covers, and whether the claim is for the first payment or final payment of a project or contract. Much of the data in this section is auto populated by EBS when a claim is created and again when submitted. A screen shot of this section and description of each field is as follows:

Claim Details

Program Description


Claim Number: 3000329042


Agreement ID: 2000075018

Project Number: AIA-W-0299

Project Name: Wastewater AIA

Disbursement Request Number:

Date From: 

Date To: 

NCFS Recipient Name: 2000023479 - Town of Lattimore

NCFS Remittance Address: PO BOX 272 , LATTIMORE , NC 28089

Submitted By:

Submitted Date:

First Claim:

Final/Last Claim:

Note: If the Recipient Name or Remittance Address in the above section is incorrect, then you may follow the below instructions to change your Local Government Unit's or organization's name or remittance address. The 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.
Auto-populated fields:

EBS Fields	Description
Claim Number	Unique number generated by EBS for every claim request
Agreement ID	Unique number generated by EBS for every agreement
Project Number	Unique Number assigned to the project by DEQ

	Note: DEQ may update a Project Number when a new Letter of Intent to Fund or Funding Offer that has a change in funding sources
Project Name	Project Name as provided in the funding application Note: Project Names in EBS are occasionally simplified or enhanced to help both internal and external users differentiate projects
Recipient Name	Current subrecipient Name used for payment in the North Carolina Financial System (NCFS)
Remittance Address	Current payment address in the North Carolina Financial System (NCFS) for the subrecipient)
Submitted By	Name associated with the EBS account that submitted the Claim
Submitted Date	Date the Claim was submitted

Required User Provided Fields:

EBS Field	Description
Disbursement Request Number:	For the recipient agency to use for reference; it should be unique for each claim submitted by project (examples: 7, Invoice 1-3, claim 3,5 & 6)
Date From	Start date of period covered by the Claim
Date To	End date of period covered by the Claim
First Claim (Yes/No Dropdown)	Indicate if this is the first claim request submitted for the project. A list of items typically required prior to first payment are listed at the bottom of the Claims form
Final/Last Claim (Yes/No Dropdown)	Indicate if this is the final claim request to be submitted for the project (i.e., no further funds will be requested). Please note the list of items typically required prior to approval of the last payment are listed at the bottom of the Claims form

Claim Details by Expense Types Section (All Projects except CDBG-I Funded):

The Claim Details Section provides data entry fields to summarize and calculate funds requested for each claim. The forms closely follow the disbursement worksheet and claim forms provided on the DWI website. Users will add data rows for the different expense types that are necessary for the claim request. Additional rows are added for different contract expenses needing payment. A screen shot of the Construction Expense Section is shown below with the Add Row button circled. An explanation of each field is provided for each expense type.

Construction

Add Row

	Cumulative Cost to Date	Minus Ineligibles	Minus Overruns Not App'd By Change Order	Subtotal of Eligible Cost	Minus Retainage on Payable Cost	Minus Cumulative Sales Tax	Other Adjustments (e.g Other funds used)	Subtotal of Payable Cost	Minus Previously Paid to Date	Requested for this Pay Request	Approved for this Pay Request
Total (\$)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Construction Expenses	
EBS Field	Description
Description	Vendor name or cost description (Must be identifiable in the approved contracts)
Cumulative Cost to Date	Cumulative Cost to Date for the contract include costs in current claim
Minus Ineligibles	Cumulative ineligible costs for DWI repayment including current claim
Minus Overruns Not App'd By Change Order	Includes line-item overruns and new scope
Subtotal of Eligible Cost	Auto-calculated. Subtotal of Eligible Costs = Cumulative Cost to date - Ineligible - Overruns not approved by Change Order.
Minus Retainage on Payable Cost	Cumulative amount of retainage on Payable costs
Minus Cumulative Sales Tax	Cumulative Sales Tax
Other Adjustments	Cumulative of other Adjustments necessary for the project.
Subtotal of Payable Cost	Auto-calculated. Subtotal of Payable Costs = Subtotal of Eligible Cost - Cumulative Sales Tax - Other Adjustments.
Minus Previously Paid to Date	Cumulative of DWI previously paid claims for this expense type.
Requested for this Pay Request	Auto-calculated. Request for this Pay Request = Subtotal of Payable Costs - Previously Paid to Date.

Engineering, General Administration, Other Expenses	
EBS Field	Description
Cumulative Cost to Date	Cumulative Cost to Date for the contract include costs in current claim
Other Adjustments (e.g., Other funds used)	Cumulative of other Adjustments necessary for the project
Subtotal of Payable Cost	Auto-calculated. Subtotal of Payable Cost = Cumulative Cost to Date - Other Adjustments.
Minus Previously Paid to Date	Cumulative of DWI previously paid claims for this expense type. [Note: this value can be verified on the most recent previously approved claim with the same expense type line item]
Requested for this Pay Request	Auto-calculated. Request for this Pay Request = Subtotal of Payable Costs - Previously Paid to Date
Approved for this Pay Request	Used by DEQ Staff - Indicated the amount approved for payment Note: this value is not final until the claim is approved for payment and may change as the claim moves through the review process. Differences between the “Approved” and “Requested” values are to be documented in the payment Approval Letter.

Previously paid expense types must be included on each new claim. An error message will appear if the total Minus Previously Paid to Date column in the Expense table does not equal the total Reimbursed to date in the Funding (NCDEQ DWI Use Only). See description on Expenses Summary Table and Funding Section (NCDEQ DWI Use Only) on pages 20 and 21.

Claim Details by Expense Type Section (CDBG-I Funded Projects):

For CDBG-I projects the Expense Types match the Expense Types required to be provided as part of the [CDBG-I Disbursement of Funds Request Form](#). The values entered in the EBS Claims form must match those provided in the [CDBG-I Disbursement of Funds Request Form](#).

Expenses	
Description	Total
WI01 Planning Environmental Review	0.00
WI02 Planning Engineering Report	0.00
WI04 General Administration	0.00
WI05 Environmental Review	0.00
WI06 Engineering Report	0.00
WI07 Water - Design	5,000.00
WI08 Water - Construction Administration	0.00
WI09 Water - Construction Inspection	0.00
WI10 Water - Misc. Service Delivery	0.00
WI11 Sewer - Design	0.00
WI12 Sewer - Construction Administration	0.00

Expenses Summary Table

The Expenses table that is part of the Claim form auto-calculates all expense types entered and calculates the Total for the claim and for the project.

Expenses Table

Expenses											
	Cumulative Cost to Date	Minus Ineligibles	Minus Overruns Not App'd By Change Order	Subtotal of Eligible Cost	Minus Retainage on Payable Cost	Minus Cumulative Sales Tax	Other Adjustments (e.g Other funds used)	Subtotal of Payable Cost	Minus Previously Paid to Date	Requested for this Pay Request	Approved for this Pay Request
WI04 General Administration	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WI24 Construction Total	109,950.00	0.00	0.00	109,950.00	0.00	0.00	0.00	109,950.00	104,950.00	5,000.00	0.00
WI26 Engineering Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WI33 Other Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total (\$)	109,950.00	0.00	0.00	109,950.00	0.00	0.00	0.00	109,950.00	104,950.00	5,000.00	0.00

Total "Minus Previously Paid to Date" must equal the total "Reimbursed to Date" in Funding (NCDEQ DWI Use Only) Table

Previously paid expense types must be included on each new claim. An error will appear if the total Minus Previously Paid to Date column in the Expense table does not equal the total Reimbursed to date in the Funding (NCDEQ DWI Use Only) shown on next page.

The column "Requested for this Pay Request" calculates the total amount requested for the claim. The Column "Approved for this Pay Request" calculates the total amount approved for payment for the claim. Differences between the "Approved" and "Requested" values are to be documented in the payment Approval letter and reflected in the next claim for that project. If there are discrepancies in the claim that DEQ can resolve sufficiently to pay a portion of the claim, DEQ will return the claim to the submitter to request additional corrections or supporting documentation. The claim can be approved for payment until the claim is cancelled/rejected.

Funding (NCDEQ DWI Use Only) Section

Funding (NCDEQ DWI Use Only)					
Split to Grants/Loan (by Fiscal)	Approved Budget	Reimbursed To Date	Total Expenses This Period	Total Expenses	Remaining Budget
SRP State Reserve Program	9,108,500.00	104,950.00	10,000.00	114,950.00	8,993,550.00
Total	9,108,500.00	104,950.00	10,000.00	114,950.00	8,993,550.00

The total "Reimbursed to Date" must equal Total of "Minus Previously Paid to Date" in the Expense Table

This table is for DEQ staff use only and cannot be edited by the Claims Submitter. This table is used by DEQ to see all funding sources and amounts awarded to the project and determine how much and from which account an approved claim will be paid. This table provides the submitter with details on the Approved Budget amount, Reimbursed to Date amount (not including the current claim), Total Expenses (not including the current claim) and Remaining Budget (not including the current claim).

Attachments Section

Supporting documents and required Claim forms must be attached to the claim. Supporting documentation is required for all claims. A claim cannot be submitted unless there is at least one document attached. Documents can be uploaded using either the "+" button in the top right corner or by dragging and dropping file icons into the attachments space in the claims form. Any file type can be uploaded; however, it is recommended to use PDF and Microsoft file types to ensure DEQ staff can open and review the attachments.

Attachments (0)

No Documents available

Drop files to upload, or use the "+" button.

Attestation Section

The final section of the claim form requires attestation by the Submitter. Check the box prior to the Attestation language, enter submitter name that matches the NCID login. The Date will auto populate with today's date. Claims that are saved prior to submitting will not save the Attestation check box, or the signature line. Attestation must occur by the submitter when submitting the claim.

Attestation

☒ By submitting this disbursement request, our agency is attesting to the following:

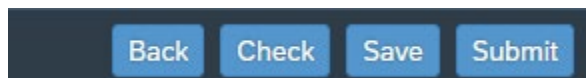
1. This request represents true incurred costs which are allocable to the identified project, and which have not been previously paid.
2. We have reviewed and determined these costs as eligible and allowable and in compliance with the contractual terms and conditions of the award.
3. This request does not contain Personally Identifying Information (PII) as defined by 2 CFR 200 and NCGS 75-61(10) and internal controls have been implemented per 2 CFR 303(e) to safeguard protected PII.

*Submitter Name:

*Date:

Completing and Submitting the Claim Form

At the bottom right-hand corner of the claim form the submitter has the following options:



A description of each choice is provided in the following table below:

User Options for Claim in Process or Returned to Submitter	
EBS Action	Description
Back	<ul style="list-style-type: none">• Returns User to Claim homepage• Claim Form will not be saved
Check	<ul style="list-style-type: none">• EBS checks the Claim for errors or missing information and identifies errors for the submitter to address
Save	<ul style="list-style-type: none">• Saves the claim• The attestation and signature information cannot be saved and will need to be entered prior to Submitting• Saved claims can be reopened for additional edits• Saved claims appear in the Current claim list and can be re-opened to make edits and/or submit• A Saved Claim is an open Claim, and additional claim(s) for that project cannot be created until the saved claim has been either canceled by submitter, Rejected, or Approved
Submit (Only available for DWI-EBS accounts delegated to Create and Submit Claims)	<ul style="list-style-type: none">• EBS will check the Claim for errors or missing information and identify them for the submitter to address• The attestation and signature information must be entered prior to Submitting• If there are no errors or missing information, the claim will be submitted to DEQ for review• Once submitted the claim cannot be modified by the submitter unless it is returned to the submitter by DEQ. The submitted claim may also be cancelled by the submitter but the claim information is removed from the system. A new claim will need to be created to re-submit the claim.

Claim Requests Returned To Submitter.

When a Claim request has been reviewed and updates to the Claim form are required or supporting documentation is necessary prior to disbursement of funds, the claim will be Returned to the Submitter. Common reasons for the return of a claim include:

- Not all first-payment checklist items have been submitted to DWI for approval of first payment
- Not all last-payment checklist items have been submitted to DWI for approval of final payment
- Ineligible costs are included in the current claim
- Insufficient documentation attached to the claim

Returned claims remain open in EBS. Email notifications will be sent to the email account associated with whomever submitted the claim, and if different whomever initially created the claim. When corrections are made, the claim will need to have the attestation and signature updated prior to submitting. Returned claims will have a DEQ letter in the attached documents section of the claim that provides details on why the claim was returned. An example letter is shown below:

JOSH STEIN
Governor
D. REID WILSON
Secretary
SHADI ESKAF
Director



January 22, 2026

2sr_dwi_clm2 2sr_dwi_clm2
SUBJECT: Claim No. 3000328990
Project No. AIA-W-0299
Agreement No. 2000075018
Wastewater AIA

Dear 2sr_dwi_clm2 2sr_dwi_clm2:

The Subject claim request is incomplete and is returned to the Submitter. Please use the DWI EBS claims systems <https://www.ebs.nc.gov> to make the necessary corrections outlined below and resubmit the request. Reason for the return are provided below:

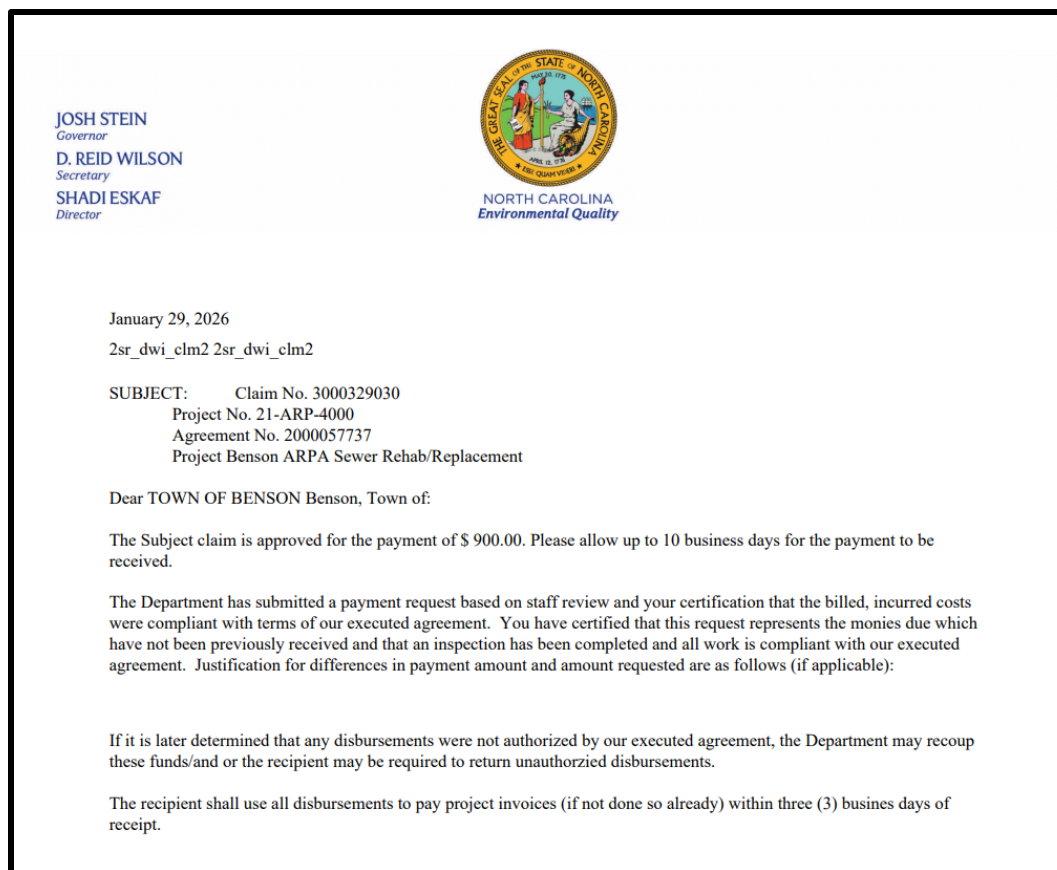
Test letter Jan 22 2026

Please upload all documents related to the First Payment Items, Last Payment Items, and/or CDBGi project payment here:
<https://edocs.deq.nc.gov/Forms/DW-Document-Upload-Form>

Should you have any questions or concerns please contact:
Jon Risgaard
jon.risgaard@deq.nc.gov

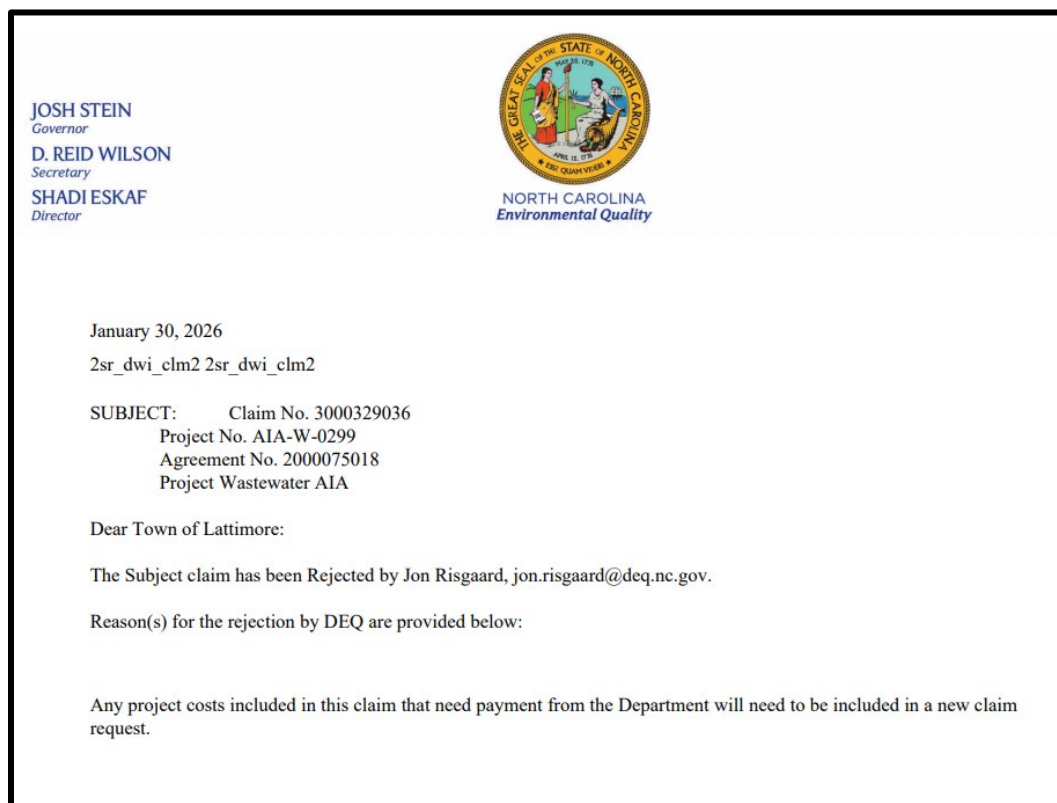
Approved Claim Requests

When a Claim request has been reviewed and Approved, EBS will create, email, and attach an approval letter to the claim. The letter is confirmation that the Division has submitted a payment request for final processing in the North Carolina Financial System (NCFS). It may take up to 10 business days for payment to be received. An example letter is shown below:



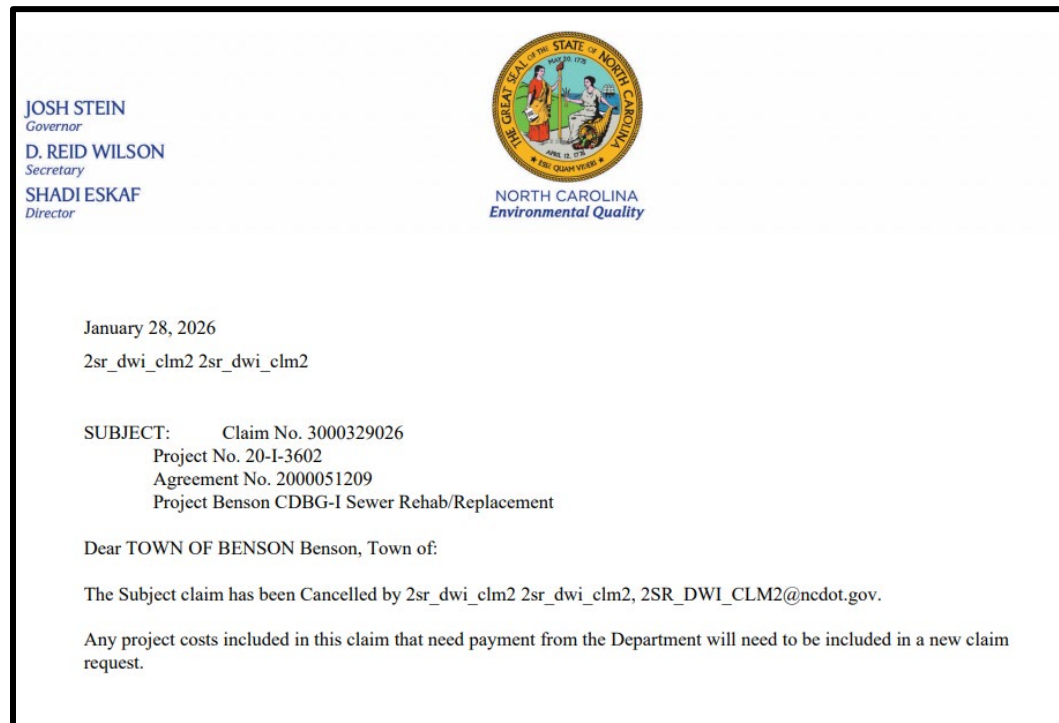
Rejected Claim Requests

On occasion a claim submitted will need to be rejected by DEQ instead of being returned for additional information. This may occur when project information is updated after a claim has been submitted and a new claim is necessary to reflect the new project data. When a claim is rejected, EBS will create, email, and attach a rejection letter for the claim. The letter will include reasons for the rejection as part of the letter when entered by staff. An example letter is as follows:



Canceled Claim Requests

When a Claim is Canceled by the subrecipient, EBS will create, email, and attach a Cancel letter for the claim. The cancel letter will include the user's name and email that canceled the claim. An example letter is as follows:



Best Practices

Please refer to these best practices for using DWI - EBS

Ensure that you have access to EBS and access to submit claims for all of your projects.

After a Claim is submitted, schedule a reoccurring time to check status of the claim to ensure it has not been returned and is awaiting your action.

Schedule recurring meetings with your contracted service providers to ensure they are submitting pay requests on a regular basis.

Train new staff as soon as possible if there are any personnel turnover.

Have all supporting documents and claims form data ready prior to creating a claim.

Ensure that your NCID accounts are current and active.

Share your suggestions, comments and feedback with DWI.

Have all the corresponding DWI contact and project information on hand to ask questions when needed.

Additional Resources

Commonly Used DWI Acronyms/Terms:

Acronym/Term	Definition
Agreement/Agreement ID	EBS term for the project identification number. EBS assigns a unique ID# to every agreement.
AIA	Asset Inventory and Assessment (DWI funding program)
ARPA	American Rescue Plan Act of 2021 (Federal funding that provides funds to DWI funding programs)
Authorized Representative	Individual or position title named by the fund recipient governing body authorized to submit claim requests for agreements
CDBG-I	Community Development Block Grant - Infrastructure (DWI funding program) - for disadvantaged and underserved communities
Claim Request	Request for project funds (disbursement request)
Claim Creator	Individual delegated by the Authorized Rep to create claims in EBS. The Claim Creator can edit EBS claims that are in process, but they do not have the ability to submit claims in EBS
CWSRF	Clean Water State Revolving Fund (DWI funding program in which funds are loaned out, and the funds collected from repayment funds new projects)
DWI	Division of Water Infrastructure
DWPU	Drinking Water Projects Unit (Branch of DWI)
DWSRF	Drinking Water State Revolving Fund (DWI low interest loan funding program)
EBS	Enterprise Business Services
First Claim	The initial request for funds for a project or contract
Last Claim/Final Claim	The final request for funds for a project or contract
LGU	Local government unit
FPC	First Payment Checklist (associated with the disbursement of funds/invoices)
LPC	Last Payment Checklist (associated with the disbursement of funds/invoices)
NCID	NCID (N.C. Identity Management) is the state of North Carolina's primary solution for access control and identity management. It provides authentication and authorization for individuals to access various state and local agencies' online services