DIVISION OF WATER INFRASTRUCTURE EBS USER GUIDE

Updated: April 2025

INTRODUCTION

A Brief Introduction to the DWI EBS Users System

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.
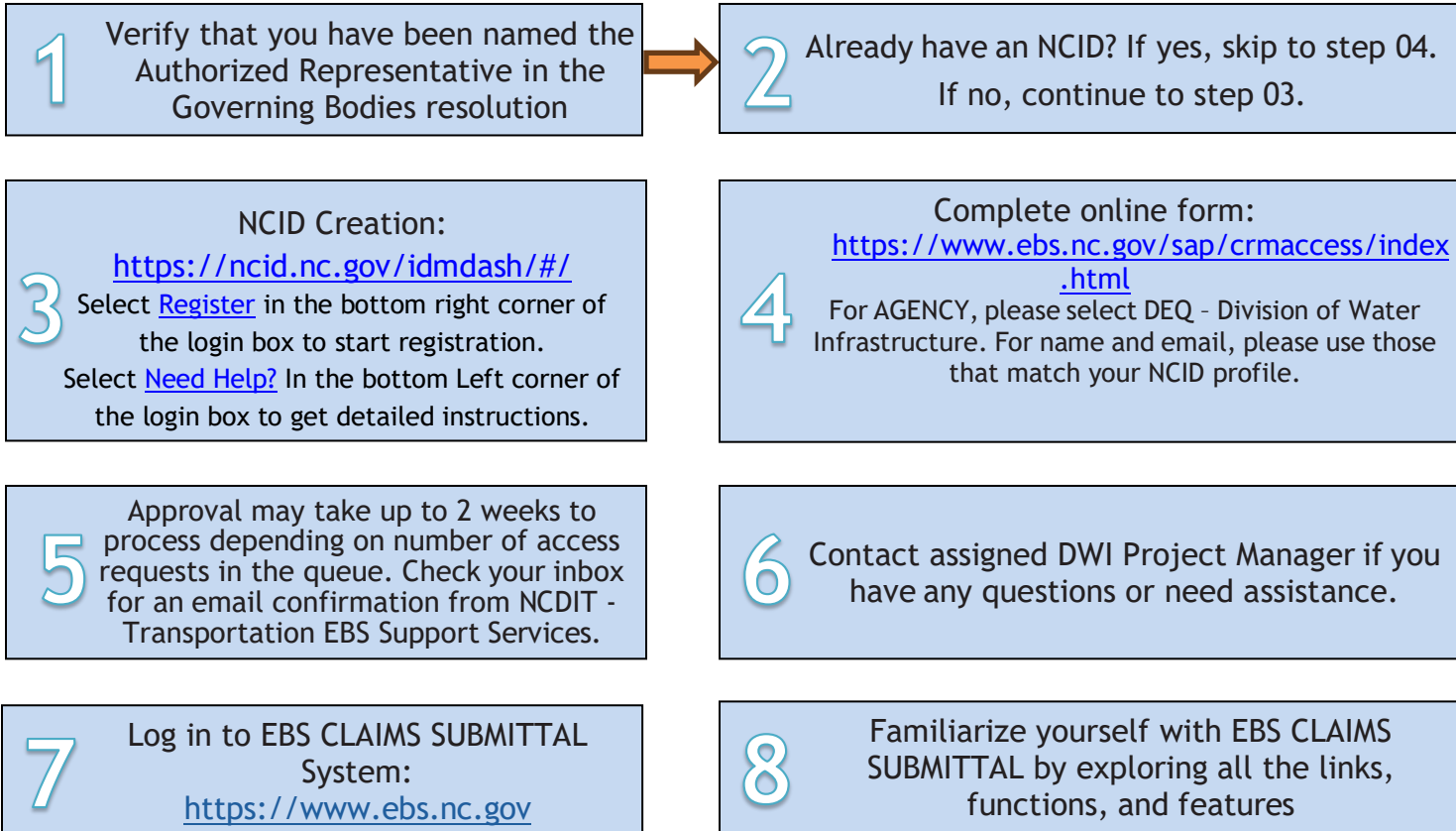- View historical claims.

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EBS CLAIMS SUBMITTAL RECIPIENT USER REGISTRATION

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. User accounts will allow individuals to access DWI EBS with their NCID login and act only for projects awarded to the LGU or organization. Authentication is based on existing NCID account information, and DWI data linking the organization name, Federal Tax ID Number, and Authorized Representative for the project. Authorized Representative for multiple projects associated with different Federal Tax ID Numbers must register for each Federal Tax ID Number.

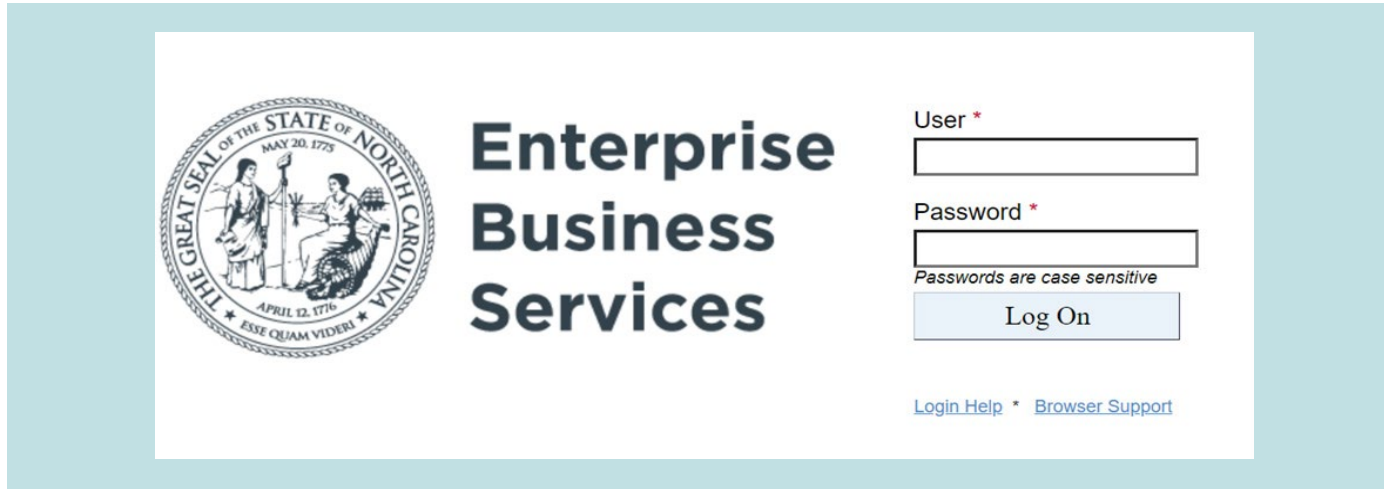# Step-By-Step Instructions for DWI EBS User Registration and Workflow

1 Verify that you have been named the Authorized Representative in the Governing Bodies resolution

2 Already have an NCID? If yes, skip to step 04. If no, continue to step 03.

3 NCID Creation:
https://ncid.nc.gov/idmdash/#/
Select Register in the bottom right corner of the login box to start registration.
Select Need Help? In the bottom Left corner of the login box to get detailed instructions.

4 Complete online form:
https://www.ebs.nc.gov/sap/crmaccess/index.html
For AGENCY, please select DEQ – Division of Water Infrastructure. For name and email, please use those that match your NCID profile.

5 Approval may take up to 2 weeks to process depending on number of access requests in the queue. Check your inbox for an email confirmation from NCDIT - Transportation EBS Support Services.

6 Contact assigned DWI Project Manager if you have any questions or need assistance.

7 Log in to EBS CLAIMS SUBMITTAL System:
https://www.ebs.nc.gov

8 Familiarize yourself with EBS CLAIMS SUBMITTAL by exploring all the links, functions, and features

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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.

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 instructions. Do not skip any steps.

1. Close all internet sessions.
2. Log onto your NCID Account at https://ncid.nc.gov
   - If you have forgotten your User ID or Password, click on the appropriate link and follow the prompts.
   - If your account is Locked, click on the appropriate link, and follow the prompts.
   - Otherwise, proceed with step 3.
3. On the Application tab, click on Setup Security Question.
   - Verify your security questions are set up. If they are not, they must be established.
4. Close all internet sessions.
5. Log onto the EBS Portal https://www.ebs.nc.gov

If you are still unable to logon on to EBS, repeat the instructions above. However instead of clicking on the Setup

Security Question tile (step 3), click on Change My Password and create a new password for the account. Then continue with steps 4 and 5.

Please note NCID is self-service. You can reset your password on the NCID Website: https://ncid.nc.gov. You will receive an email to change your password every 90 days. *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 there are any further issues, contact EBS Support (EBSSupport@ncdot.gov) with a phone number where you can be reached.

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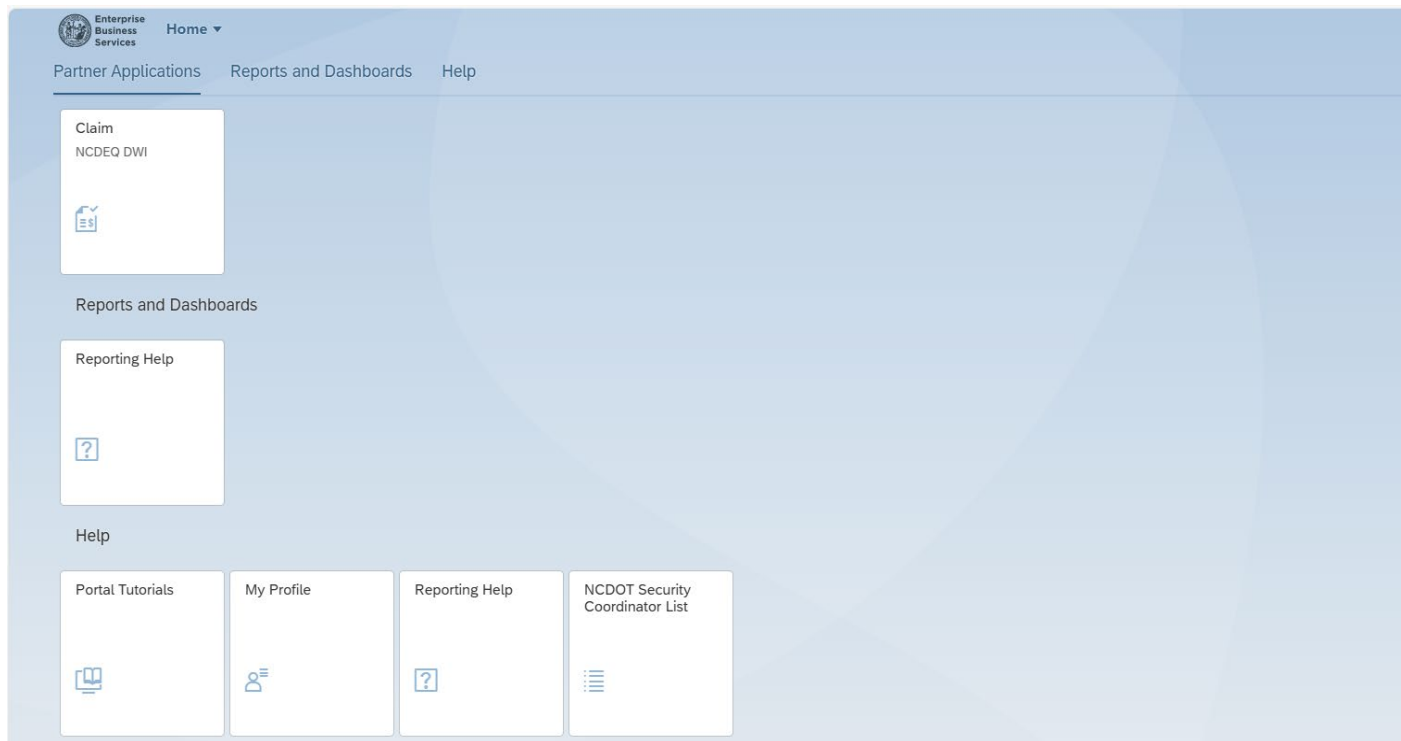
The Claims screen will show two tables. The first lists current claims that are in process and the second lists historic claims (newest to oldest, by when the claim was created).   All of the Claims listed in the Tables can be opened to view information provided in each Claim, including amounts requested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

Current Claims Section:

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 or Rejected by DWI, and Claims that were Canceled by an Authorized User. 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.

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.
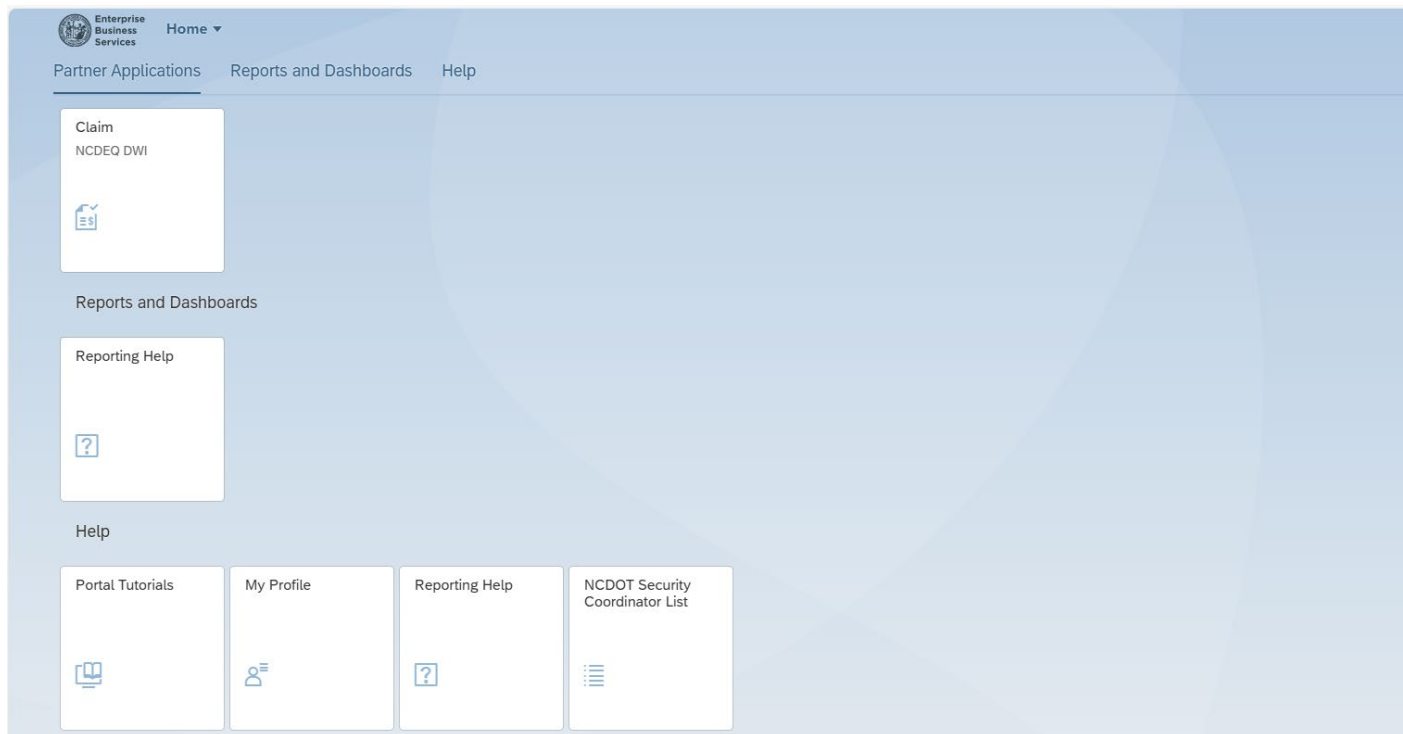
DWI Claim ▾

Current Claims

Create Claim

Claim	Grantee	Description	Program Description	Agreement ID	Status
		No requests are currently available			

History (3)

Claim	Grantee	Description	Program Description	Agreement ID	Status	
3000271276	TOWN OF ANGIER		DWI_CONSTRUCTION	2000059046	Approved	>
3000271278	TOWN OF ANGIER		DWI_CONSTRUCTION	2000059046	Rejected	>
3000271275	TOWN OF ANGIER		DWI_CONSTRUCTION	2000059046	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.

Select the Agreement to create the Claim

Agreement Description	Project Number	Program Description	Grantee
2000067271	SRP-D-ARP-0318	DWI_CONSTRUCTION	Town of River Bend
Water Treatment Improvement ARPA			
2000063754	AIA-W-ARP-0131	DWI_AIA	Town of River Bend
WW Systems AIA ARPA			
2000063282	AIA-D-ARP-0132	DWI_AIA	Town of River Bend
Water System AIA ARPA			
2000062111	SRP-W-ARP-0241	DWI_CONSTRUCTION	Town of River Bend
WWTP Enhancements ARPA			
2000040898	2008	DWI_CONSTRUCTION	Town of River Bend
Water Meter Replacement ASADRA			

Only one claim can be in process for each agreement at any one time. If a claim is created for an Agreement with another claim in process the following error message will appear:
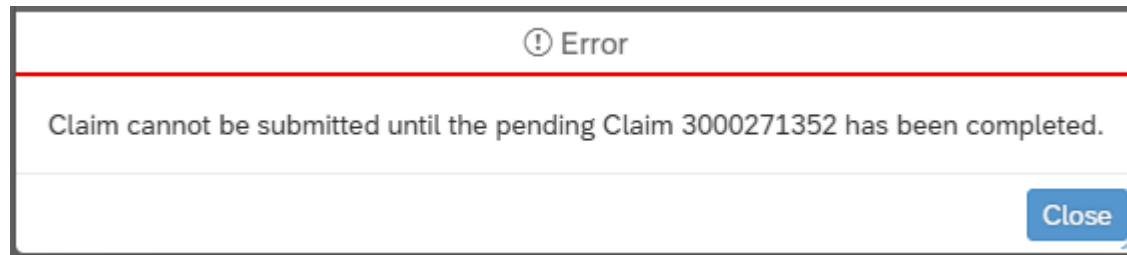
To submit a new claim request, ensure the existing open claim can be processed quickly by responding to any notification concerning additional corrections or information that's needed for the open claim, or contact DWI to determine if it would be more efficient to cancel the open claim and create a new claim request with all supporting documentation for all invoices to date.

Based on the funding type the user will see one of two Claims forms. Projects funded with funds other than CDBG-I will have one form, and projects funded with CDBG-I will have a second form. The EBS Claims 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, and 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 follows:

Claim Details

Program Description

Claim Number:	3000271385	Remittance Address:	,
Program Description:	DWI_CONSTRUCTION	Submitted By:	2SR_DWI_CLM1
Agreement ID:	2000062111	Submitted Date:	Mar 12, 2025
Disbursement Request Number:	55	Date To:	Mar 12, 2025
Date From:	Mar 9, 2025	Final/Last Claim:	
First Claim:			

Auto-populated fields:

EBS Fields	Description
Claim Number	Unique number generated by EBS for every claim request
Program Description	Program Description is assigned by DWI to represent the type of project
Agreement ID	Unique number generated by EBS for every agreement
Remittance Address	Contact information for the Funding Recipient
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 claims 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 contracts 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 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.

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 Claims 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
WI04 General Administration	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WI24 Construction Total	3,000,000.00	200,000.00	10,000.00	2,790,000.00	16,500.00	0.00	0.00	2,773,500.00	0.00	2,773,500.00
WI26 Engineering Total	10,000.00	0.00	0.00	10,000.00	0.00	0.00	0.00	10,000.00	0.00	10,000.00
Total ($)	3,010,000.00	200,000.00	10,000.00	2,800,000.00	16,500.00	0.00	0.00	2,783,500.00	0.00	2,783,500.00

The column "Requested for this Pay Request" calculates the total amount requested for the claim. DWI can only approve the same value for disbursement for the claim. If there are any discrepancies the claim will be returned to the submitter for additional corrections or supporting documentation until the claim is cancelled/rejected or can be approved for payment.

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**

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 Claims 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.
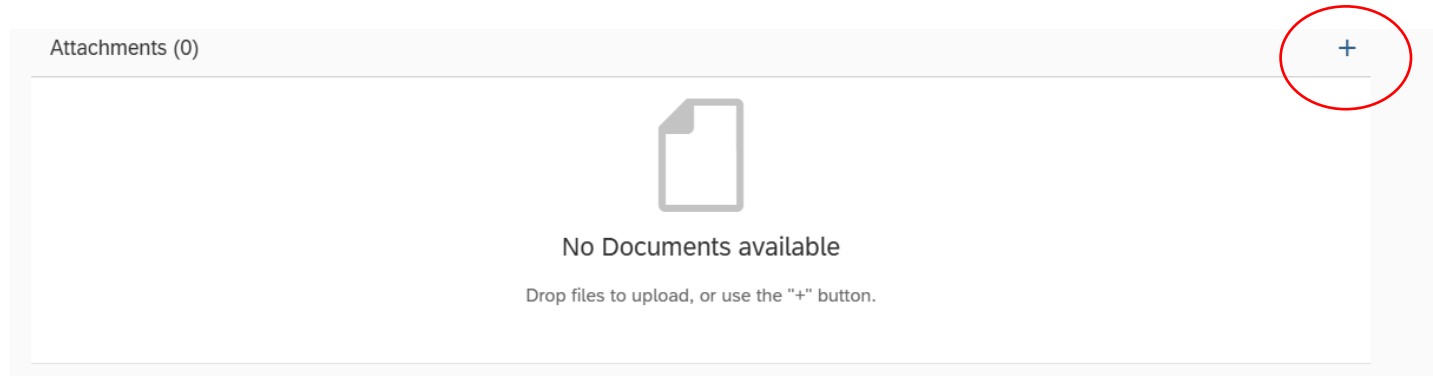
Attestation Section

The final section of the claims report 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

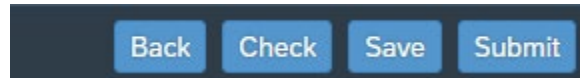☑ By submitting this disbursement request, our agency is attesting to the following:

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: wlaker   *Date: Mar 12, 2025

Completing and Submitting the Claims Form.

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

Back Check Save Submit

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	• Returns User to Claims homepage. • Claim Form will not be automatically saved.
Check	• EBS checks the Claim for errors or missing information, and identify them for the submitter to address
Save	• 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 and be • 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	• EBS will check the Claim for errors or missing information and identify them for the submitter to address. • 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.

Claims Requests Returned To Submitter.

When a Claim request has been reviewed and updates to the Claims form data 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 Users, and the claim will become editable within EBS. When corrections are made, the claim will need to have the attestation and signature updated prior to submitting. When returned, EBS will create and attach a Return Letter for the claim. An example letter is shown below:

JOSH STEIN
Governor

D. REID WILSON
Secretary

SHADI ESKAF
Director

NORTH CAROLINA
Environmental Quality

March 11, 2025

Test ID 2SR_DWI_CLM1
Town of River Bend

Disbursement Request: 3000271372
Project No. SRP-D-ARP-0318
Agreement No. 2000067271
Project Water Treatment Improvement ARPA

Dear Test ID 2SR_DWI_CLM1:

NCDEQ DWI has returned your Disbursement Request. Please make the necessary corrections as outlined below and resubmit it.

Road Construction on main street is ineligible. Add an additional $10
,000 of ineligible costs.

Should you have any questions or concerns in regards to the above information, please contact:

Jon Risgaard
jon.risgaard@nc.deq.gov
(919)707-9175

Approved Claims Requests

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

JOSH STEIN
Governor

D. REID WILSON
Secretary

SHADI ESKAF
Director

NORTH CAROLINA
Environmental Quality

March 12, 2025

Test ID 2SR_DWI_CLM2
TOWN OF ANGIER
125 N BROAD ST W
ANGIER NC 27501

RE: Claim No. 3000271391 Transmittal Letter
       Project No. SRP-D-ARP-0020
       Agreement No. 2000058564
       Project Water Distribution Core System Replaceme

This will acknowledge receipt of your request for payment of funds for the subject project. The Division has submitted a payment request for the amount(s) listed below for final processing in the state financial system. Please allow up to 10 business days for the payment to be received.

The Department has submitted this payment request based upon your certification that the billed, incurred costs were allocable to the project, allowable, reasonable, and are in accordance with terms of the project. You have certified that this request represents the monies due which have not been previously received and that an inspection has been performed and all work is in accordance with the terms and conditions of the award.

If it is later determined that any disbursed funds were not eligible by an auditor and/or the Department, the Department may recoup these funds and/or the recipient will be asked to pay back the portion disallowed or excess funds.

Updated disbursements are as follows:

This Disbursement: $ 994,511.00

If you have any questions, please contact DWI.Businessoffice@deq.nc.gov. The recipient will expend all of the requisitioned funds for the purposeof paying the costs of the project included in the request for this payment within three (3) banking days following the receipt of the funds from the State, if vendors have not already been paid.

cc:
ALN#:

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 any 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. EBS assigns a unique ID# to every agreement.
AIA	Asset Inventory and Assessment (funding program)
ARPA	American Rescue Plan Act of 2021 (provides funds to 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 (funding program) - for disadvantaged and underserved communities
Claim Request	Request for project funds (A.K.A reimbursement 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 (funding program where funds are loaned out, and the money from their repayment funds new projects)
DWI	Division of Water Infrastructure
DWPU	Drinking Water Project Unit (Branch of DWI)
DWSRF	Drinking Water State Revolving Fund (low interest loan funding program)
EBS	Enterprise Business Services
First Claim	The initial request for funds for a project or contract
Final/Last Claim	The final request for funds for a project or contract
LGU	Local government unit
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 provisions authentication and authorization for individuals to access various state and local agencies' online services
SAP	System Analysis Program Development