

Frequently Asked Questions
Re: Submittal Form for Sending Supporting Documentation

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?**
Please confirm your NCID log-in credentials:
 - Close all internet sessions
 - Log in to NCID at ncid.nc.gov to change your password if needed
 - Close all internet sessions again
 - Navigate to the DWI EBS System and attempt to log in again

6. **I have logged in to the system, but I am not seeing my projects listed on my account page. What do I do?**
Once logged into the system, you should see the project(s) for your agency after selecting the Claim NCDEQ-DWI Tile. If not, please contact the DWI EBS Support team by sending an email to DWIEBSSupport@deq.nc.gov.

7. **How do I submit a claim or disbursement request for my project?**
Once logged in and on the DWI EBS System home interface page, you should see the section to “Create” requests and reports. Select the appropriate link to start the process following this process: [DWI Claim Process XPress Card](#).

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 for review. 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 with an assigned document number with the message for a successful submission.

9. I hit the “submit” button at the bottom of the claim form, but I keep getting a “Form Validation Error” message. What does this mean?

There is a pending request/report awaiting approval. There can be only one at a time. You cannot submit a new claim until the pending claim for that project has been approved, canceled, or rejected.

10. What is the difference between a claim submitter and a claim creator role in EBS?

Claim Submitter: The Authorized Representative (as identified in the funding resolution), or the Authorized Representatives designee can create, edit and submit a claim. Common Examples of a claim submitter role:

- Mayor
- Administrator
- Finance Officer

NOTE: Currently EBS will allow individuals approved as Claim Submitter to create, edit and submit claims for ALL 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.

Claim Creator: Designated by Authorized Representative to create and edit claims for the LGU or on the organizations behalf. An individual designated as a Claim Creator can create and edit claims but not submit it in EBS. 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 as a Claim Creator, EBS will allow the user to create, view and edit claims for ALL 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 funding resolution (resolution DWI received when the LGU signed the Funding Offer), or for CDBGi funded projects, named in the [Signatory Form and Certification](#).

12. Is the Town Manager or Mayor automatically authorized to be a submitter?

No, authorized claims submitters must be named as the Authorized Representative in the funding resolution. 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 a claim submitter?

- The Authorized representatives can delegate authority to submit disbursement requests (claims) by completing and submitting a [Delegation of Authority to Submit Disbursement Request for Division of Water Infrastructure Project Funds](#) Form.
- All external 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
- All external user must request DWI EBS access using the [External User Access Request Form](#)

NOTE: Currently EBS will allow individuals approved as Claim Submitter to create, edit and submit claims for ALL 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 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 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 request DWI EBS access using the [External User Access Request Form](#)
- For multiple users to be designated as the claim creator role, an [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.