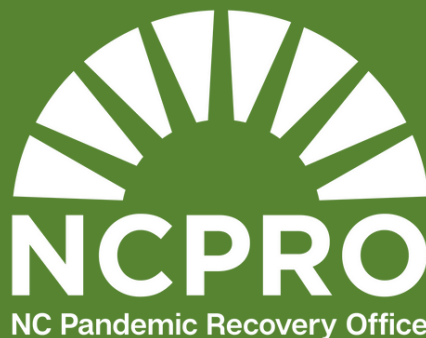


PANGRAM

WELCOME KIT

For External Users



Last Updated November 4, 2024

PANGRAM

INTRODUCTION



Welcome to NCPRO PANGRAM! This welcome kit is composed of a collection of materials and essential resources to get you started quickly.

PANGRAM stands for **PAN**demic **GR**ants and **A**wards **M**anagement and is a customized version of the SAP Grants Management System developed by the North Carolina Department of Transportation (NCDOT).

PANGRAM

ONLINE RESOURCES



TRAINING VIDEO

[Intro to PANGRAM and Expense Reports Training](#)

This training video is intended for anyone who works with NCPRO and is new to using the PANGRAM grants management software. Topics include the registration and login process, agreements, payment requests, expense reports, and subaward attachments.



NCPRO WEBSITE

ncpro.nc.gov

Visit NCPRO's website and [PANGRAM-specific webpage](#) for information and resources.

ESSENTIAL RESOURCES LIST

NCPRO RESOURCES

- ✓ [PANGRAM External User Guide](#)
- ✓ [Standard Operating Procedures for Administering Agencies](#)
- ✓ [Standard Operating Procedures for Subrecipient Agencies](#)
- ✓ **PANGRAM Office Hours**
Held every Tuesday at 3:00pm via Microsoft Teams.
Access the meeting: [Welcome to NCPRO Reporting and Technical Assistance Office Hours](#)
- ✓ **Monthly Interagency Meeting**
Held once a month via Microsoft Teams. Please contact your assigned Grants Manager for full meeting details and calendar invitation/link.

ADDITIONAL INFORMATION

EXTERNAL RESOURCES

- [U.S. Treasury's SLFRF Webpage](#)
- [U.S. Treasury's SLFRF Compliance and Reporting Guidance](#)
- [NC General Assembly Session Laws](#)
- [Grants.gov's Grants 101](#)

GLOSSARY OF TERMS

- ARPA – American Rescue Plan Act
- CPF – Capital Projects Fund
- ERA – Emergency Rental Assistance
- EDA – Economic Development Administration
- GEER – Governor's Emergency Education Relief
- HAF – Homeowners' Assistance Funds
- LFRF – Local Fiscal Recovery Funds
- SFRF – State Fiscal Recovery Funds



EXPENSE REPORTS

REPORTING PERIODS AND DEADLINES

Expense Reports for the current month's expenses are due by the 15th of the following month. A late report is acceptable, but the grantee should make efforts to report the monthly expenses during the expected reporting period.

Expected Reporting Period	Late Reporting Period
1st - 15th of each month	16th - 23rd of each month

KPI DATA COLLECTION

PROCESS, DUE DATE AND REPORTING

KPI Data is collected starting on the first Monday following each KPI Performance period (quarterly, semi-annually or annually).

SFRF recipients receive a weekly KPI data request email for all currently due KPI data (including “overdue” KPI data). To submit KPI data, only respond to the latest email (KPI data update request). Please ignore all KPI data request emails that are more than one week old.

How to report KPI values:

- Report cumulative value of data up to and including the specified reporting period
- Report a single numerical value only (no special characters)
- Input any explanatory text in the field labeled [Comment]



FREQUENTLY ASKED QUESTIONS

Q: How do I log into the EBS PANGRAM grant management system?

A: You will need to use your NCID username and password to access the system.

Q: My log-in is not working. I am receiving the “authentication error” message. How do I access PANGRAM?

A: Please confirm your NCID log-in credentials.

- Log in to NCID at [NCID.nc.gov](https://www.ncid.nc.gov). Change password if needed.
- Navigate to the [EBS Portal](#) and attempt to log in again.

Q: I have logged in to the system, but I am not seeing my projects listed on my account page.

A: Once logged into the system, you should see the project(s) for your agency. If not, please reach out to Brenda Smith with the NCPRO Data Team at brenda.smith@osbm.nc.gov.

Q: Why can't I find the agreement(s) for my project? I'm sure I have entered the correct ID number.

A: Standard agreement numbers start with a “2” and are ten digits long. When entering the full agreement number, set the search condition to “Is.” When entering a partial version of that number, set the search criteria to “contains.”

Q: How do I submit a request/report?

A: Once logged in and on the EBS system home interface page, you should see the section to “Create” requests and reports. Click the appropriate link to start the process.

FREQUENTLY ASKED QUESTIONS

Q: I am getting “Form Validation Error” message. What does it mean?

A: There is a pending request/report awaiting approval. There can be only one at a time. You cannot submit a new request/report until a pending request/report has been approved.

Q: In creating a new request or report, incorrect project and financial data information is shown on the form. Why am I not seeing the correct information for my project?

A: If you notice discrepancies, do NOT continue. Please reach out to your assigned Grants Manager for assistance.

Q: I saved my request/report but did not receive confirmation of submission. How can I be sure my request/report was submitted successfully?

A: The “Save” (Finish Later) option does NOT submit for review. In this state, 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 for the assigned document number with the message for a successful submission.





Q: I am still receiving alerts when I have submitted the required KPI data updates, or I have already informed my Grants Manager of the status update. Why am I continuing to receive these alerts?

A: These are automated, system-generated notices to be sent as weekly reminders. Please disregard if you have already submitted the requested data or if you’ve made your Grants Manager aware of the status of the request.

CONTACT NCPRO



GRANTS MANAGERS

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PANGRAM TECHNICAL ASSISTANCE

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