NC PANDEMIC RECOVERY OFFICE
PANGRAM USER GUIDE

NCPRO

NC Pandemic Recovery Office

USER GUIDE

INTRODUCTION

A Brief Introduction to the NCPRO PANGRAM System

WHAT IS PANGRAM?

PANGRAM stands for PANdemic GRants and Awards Management and is a customized version of the SAP Grants Management System developed by the North Carolina Department of Transportation (NCDOT).

NCPRO launched its grant management system in December 2021. The ERA, GEER, HAF and SFRF funds are managed in PANGRAM.

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

HOW IS IT USED?

The PANGRAM system is used by NCPRO Grant Managers and external fund recipients for the following purposes related to grant management:

- Agreement Creation
- Project/Agreement Execution
- Reporting
- Monitoring/Tracking of Project Progress
- Research and Analysis

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PANGRAM Recipient User Registration

Step-By-Step Instructions for PANGRAM Recipient User Registration and Workflow

01 Contact NCPRO to inform them you are going to register for the PANGRAM system.

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

03 NCID Creation:
https://ncid.nc.gov/idmdash/#/default
(You will need this to log in to PANGRAM)

04 Complete online form:
https://www.ebs.nc.gov/sap/crmaccess/index.html
(For AGENCY, select NC Pandemic Recovery Office)

05 Check your inbox for an email confirmation from NCDIT - Transportation EBS Support Services.

06 Contact assigned NCPRO Grant Manager if you have any questions or need assistance.

07 Log in to PANGRAM System:
https://www.ebs.nc.gov/

08 Familiarize yourself with PANGRAM by exploring all the links, functions, and features.

09
1. Create Payment Request
2. Upload Supporting Documents
3. Get Approval & Receive Funds

10
1. File Expense Report & Programmatic Data Entry
2. Upload Supporting Documents
3. Get Approval

LOG IN TO PANGRAM

PANGRAM 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 down 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 down 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.

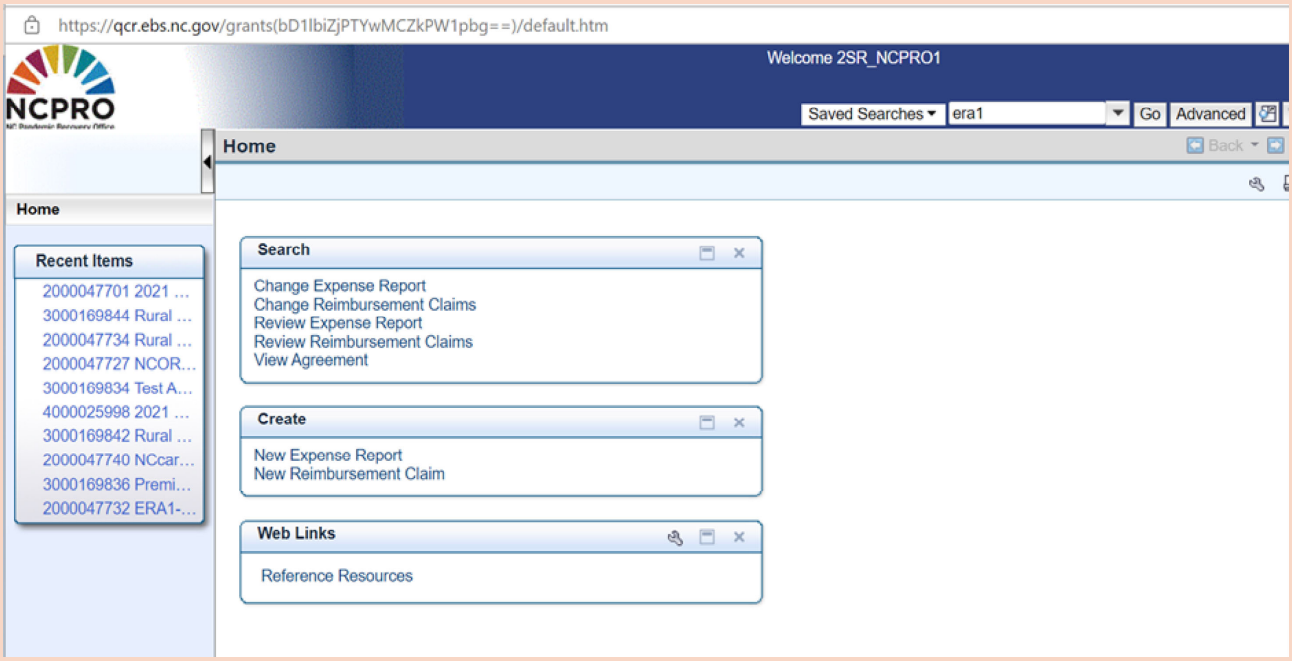
If there are any further issues, contact EBS Support (EBSSupport@ncdot.gov) with a phone number where you can be reached.

VIEW AGREEMENTS

Your agency may have multiple agreements (contracts) with NCPRO. Follow the steps below to view your agency's agreements and agreement information.

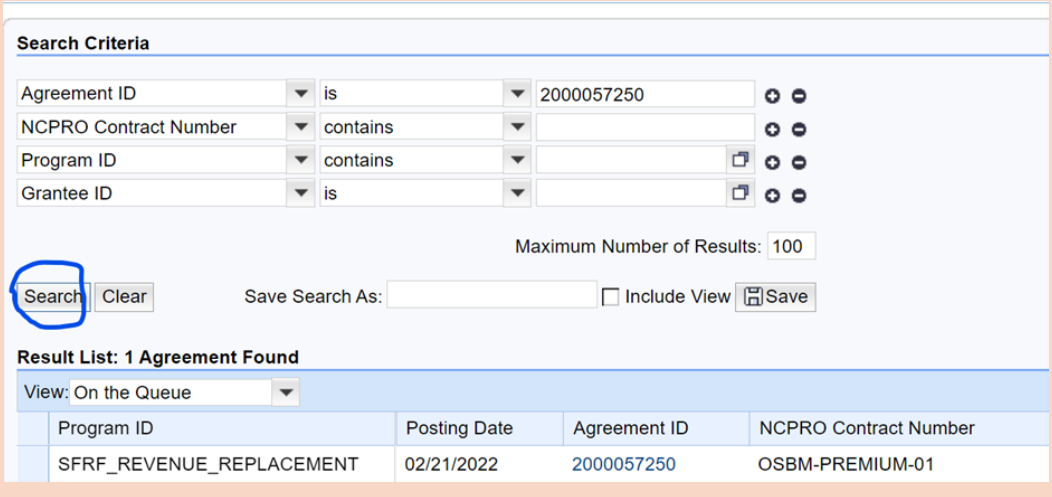
01

Locate the Search section and click the "View Agreement" link.



02

Use a blank search (click "Search" without entering any criteria) to view all agreements for your agency OR enter an Agreement ID to search for a specific agreement.

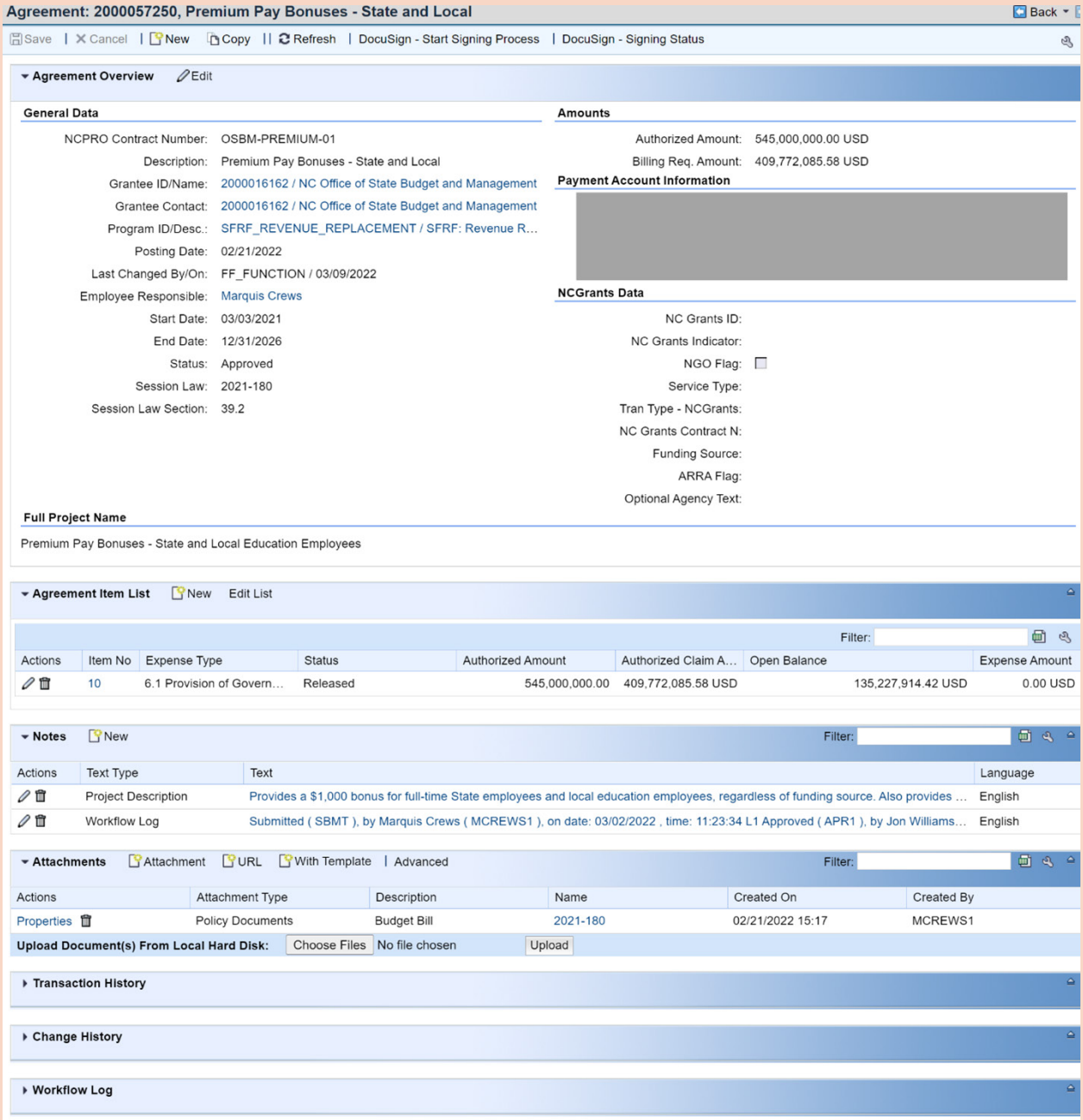


VIEW AGREEMENTS

Your agency may have multiple agreements (contracts) with NCPRO. Follow the steps below to view your agency's agreements and agreement information.

03

Select the agreement to view all of the details such as budget amount, project start and end dates, and final contract (MOU).

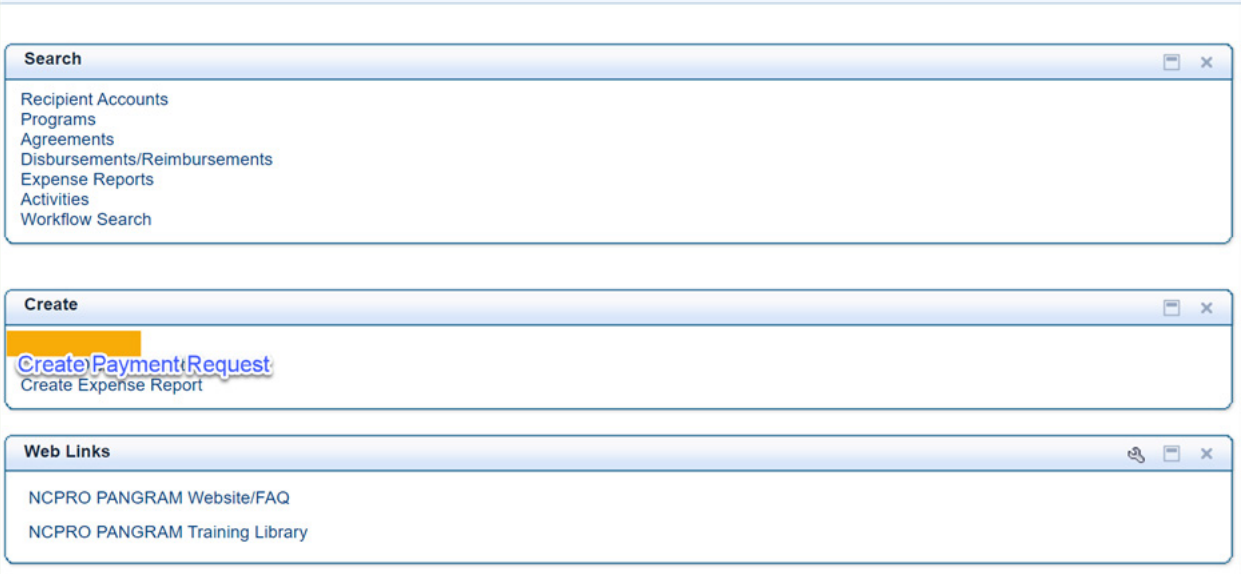


PAYMENT REQUESTS

After the MOU is signed, one immediate task for most recipients is to request funding.

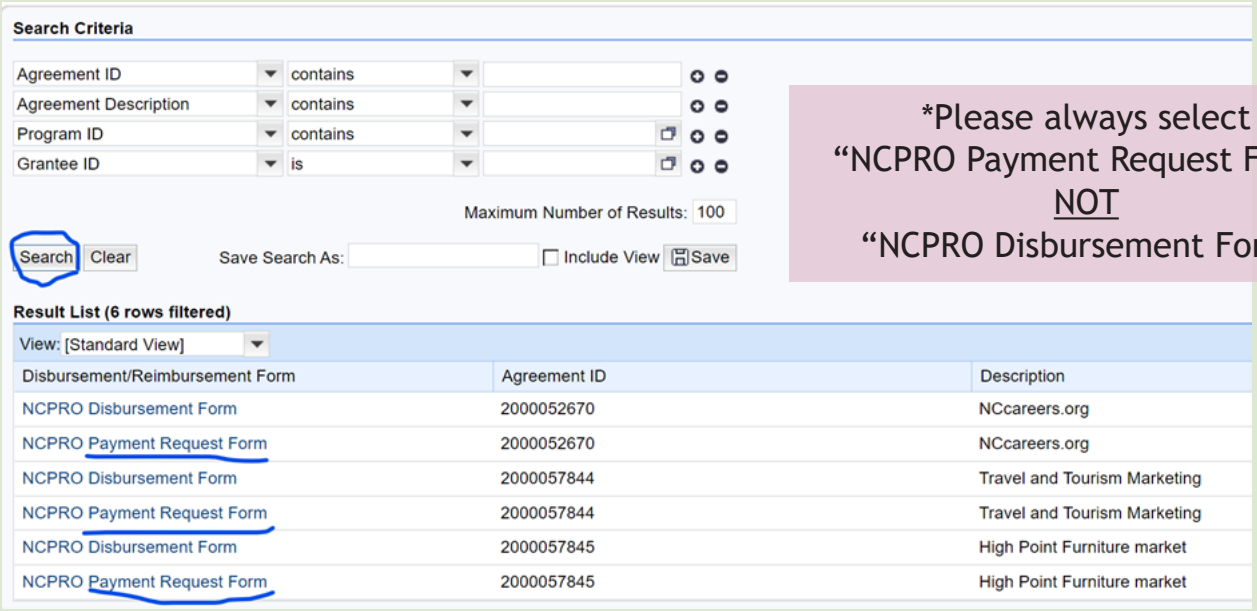
01

Locate the Create section and select "Create Payment Request" link.



02

Use a blank "Search" OR search by Agreement ID and open the "Payment Request Form" for the agreement/project you are requesting funds from.*



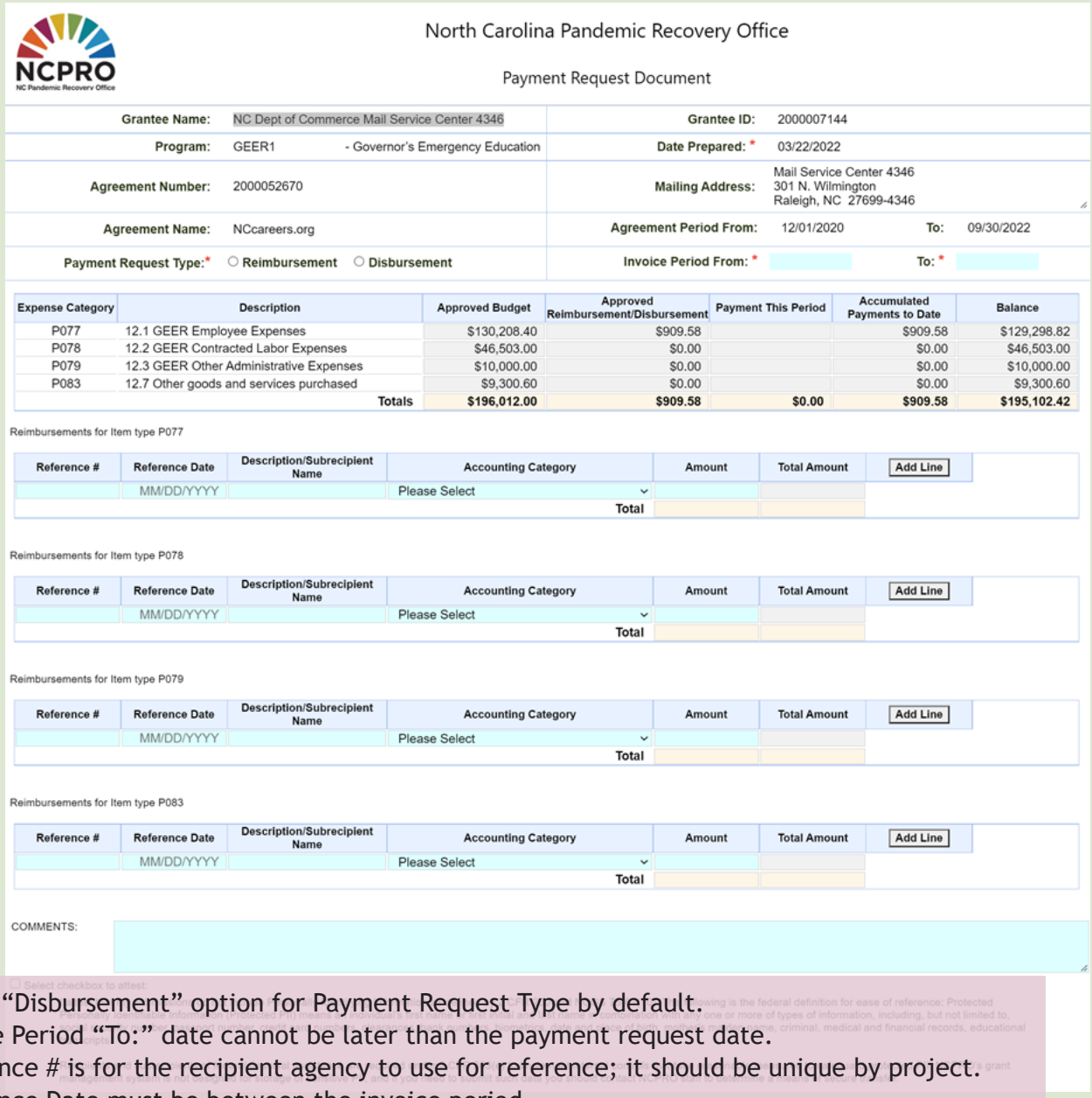
*Please always select "NCPRO Payment Request Form" NOT "NCPRO Disbursement Form"

PAYMENT REQUESTS

After the MOU is signed, one immediate task for most recipients is to request funding.

03

Fill out the data entry (highlighted blue).



North Carolina Pandemic Recovery Office

Payment Request Document

Grantee Name:	NC Dept of Commerce Mail Service Center 4346	Grantee ID:	2000007144
Program:	GEER1 - Governor's Emergency Education	Date Prepared: *	03/22/2022
Agreement Number:	2000052670	Mailing Address:	Mail Service Center 4346 301 N. Wilmington Raleigh, NC 27699-4346
Agreement Name:	NCcareers.org	Agreement Period From:	12/01/2020 To: 09/30/2022
Payment Request Type:*	○ Reimbursement ○ Disbursement	Invoice Period From: *	To: *

Expense Category	Description	Approved Budget	Approved Reimbursement/Disbursement	Payment This Period	Accumulated Payments to Date	Balance
P077	12.1 GEER Employee Expenses	$130,208.40	$909.58		$909.58	$129,298.82
P078	12.2 GEER Contracted Labor Expenses	$46,503.00	$0.00		$0.00	$46,503.00
P079	12.3 GEER Other Administrative Expenses	$10,000.00	$0.00		$0.00	$10,000.00
P083	12.7 Other goods and services purchased	$9,300.60	$0.00		$0.00	$9,300.60
	Totals	$196,012.00	$909.58	$0.00	$909.58	$195,102.42

Reimbursements for Item type P077

Reference #	Reference Date	Description/Subrecipient Name	Accounting Category	Amount	Total Amount	Add Line
	MM/DD/YYYY		Please Select			
			Total			

Reimbursements for Item type P078

Reference #	Reference Date	Description/Subrecipient Name	Accounting Category	Amount	Total Amount	Add Line
	MM/DD/YYYY		Please Select			
			Total			

Reimbursements for Item type P079

Reference #	Reference Date	Description/Subrecipient Name	Accounting Category	Amount	Total Amount	Add Line
	MM/DD/YYYY		Please Select			
			Total			

Reimbursements for Item type P083

Reference #	Reference Date	Description/Subrecipient Name	Accounting Category	Amount	Total Amount	Add Line
	MM/DD/YYYY		Please Select			
			Total			

COMMENTS:

- Select "Disbursement" option for Payment Request Type by default.
- Invoice Period "To:" date cannot be later than the payment request date.
- Reference # is for the recipient agency to use for reference; it should be unique by project.
- Reference Date must be between the invoice period.
- Description/Subrecipient Name is a required field; enter a brief description of the fund needs.
- Select one item from the Accounting Categories dropdown list; if you are not sure which one to choose, select General Program Cost.
- Please use the comments section to add more details and explanation for the payment request.
- Click "Submit" and then attach any necessary supporting documents.

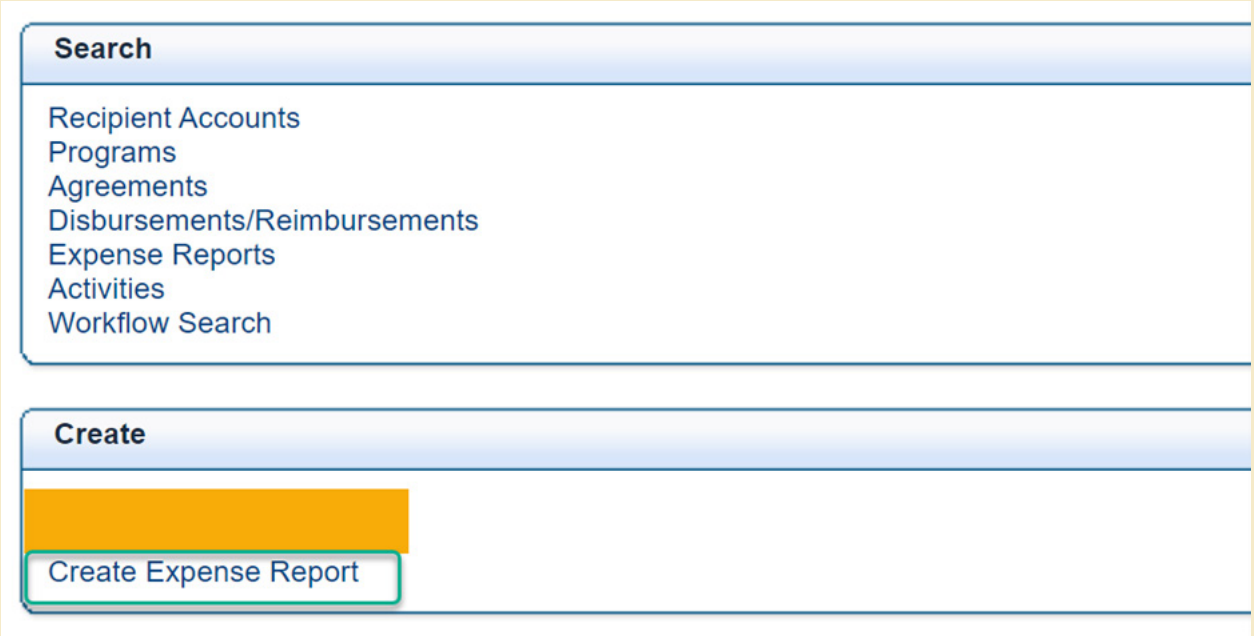
FILE EXPENSE REPORTS

SFRF recipients are required to file monthly expense reports and programmatic data entry after receiving their first disbursement of funds and beginning to have expenses. Recipients should work with their corresponding NCPRO Grant Manger as needed to submit expense reports.

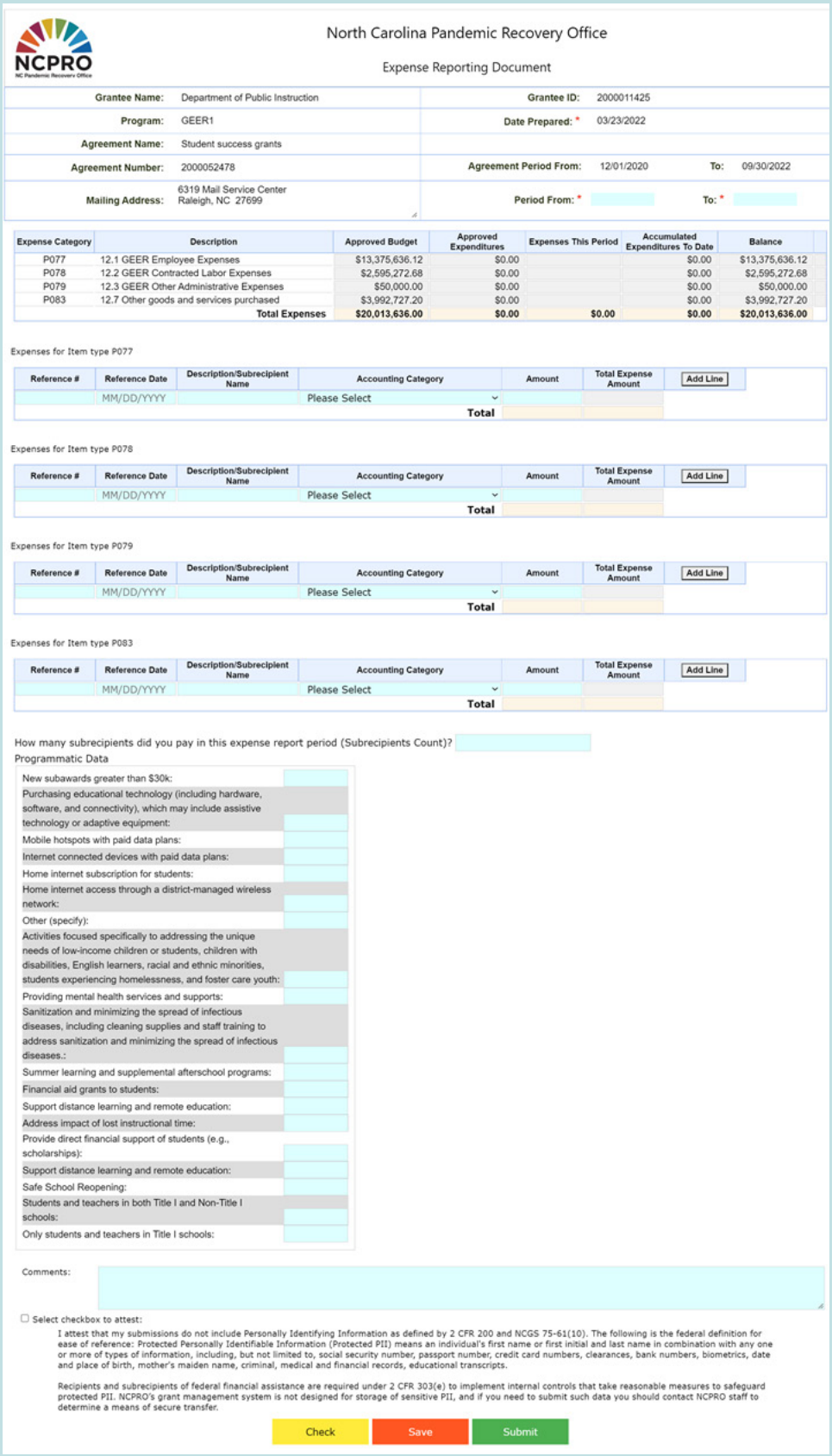
Once previous monthly expenses are available, recipients should file the expense form as soon as possible. Even if there are no expenses for the reporting month, recipients still need to log in to PANGRAM to file the expense report and submit a “0” amount for the previous month’s expenses.

When submitting the monthly expense report, please remember to attach all necessary supporting documentation (invoices, payment proofs, etc.).

Please view the example and step-by-step instructions on the following page. NCPRO will continually work to update and add more details as needed.



FILE EXPENSE REPORTS



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Expense Reporting Document

Grantee Name:	Department of Public Instruction	Grantee ID:	2000011425
Program:	GEER1	Date Prepared: *	03/23/2022
Agreement Name:	Student success grants		
Agreement Number:	2000052478	Agreement Period From:	12/01/2020 To: 09/30/2022
Mailing Address:	6319 Mail Service Center Raleigh, NC 27699	Period From: *	To: *

Expense Category	Description	Approved Budget	Approved Expenditures	Expenses This Period	Accumulated Expenditures To Date	Balance
P077	12.1 GEER Employee Expenses	$13,375,636.12	$0.00		$0.00	$13,375,636.12
P078	12.2 GEER Contracted Labor Expenses	$2,595,272.68	$0.00		$0.00	$2,595,272.68
P079	12.3 GEER Other Administrative Expenses	$50,000.00	$0.00		$0.00	$50,000.00
P083	12.7 Other goods and services purchased	$3,992,727.20	$0.00		$0.00	$3,992,727.20
	Total Expenses	**$20,013,636.00**	**$0.00**	**$0.00**	**$0.00**	**$20,013,636.00**

Expenses for Item type P077

Reference #	Reference Date	Description/Subrecipient Name	Accounting Category	Amount	Total Expense Amount	Add Line
	MM/DD/YYYY		Please Select			
			Total			

Expenses for Item type P078

Reference #	Reference Date	Description/Subrecipient Name	Accounting Category	Amount	Total Expense Amount	Add Line
	MM/DD/YYYY		Please Select			
			Total			

Expenses for Item type P079

Reference #	Reference Date	Description/Subrecipient Name	Accounting Category	Amount	Total Expense Amount	Add Line
	MM/DD/YYYY		Please Select			
			Total			

Expenses for Item type P083

Reference #	Reference Date	Description/Subrecipient Name	Accounting Category	Amount	Total Expense Amount	Add Line
	MM/DD/YYYY		Please Select			
			Total			

How many subrecipients did you pay in this expense report period (Subrecipients Count)?

Programmatic Data

New subawards greater than $30k:	
Purchasing educational technology (including hardware, software, and connectivity), which may include assistive technology or adaptive equipment:	
Mobile hotspots with paid data plans:	
Internet connected devices with paid data plans:	
Home internet subscription for students:	
Home internet access through a district-managed wireless network:	
Other (specify):	
Activities focused specifically to addressing the unique needs of low-income children or students, children with disabilities, English learners, racial and ethnic minorities, students experiencing homelessness, and foster care youth:	
Providing mental health services and supports:	
Sanitization and minimizing the spread of infectious diseases, including cleaning supplies and staff training to address sanitization and minimizing the spread of infectious diseases.:	
Summer learning and supplemental afterschool programs:	
Financial aid grants to students:	
Support distance learning and remote education:	
Address impact of lost instructional time:	
Provide direct financial support of students (e.g., scholarships):	
Support distance learning and remote education:	
Safe School Reopening:	
Students and teachers in both Title I and Non-Title I schools:	
Only students and teachers in Title I schools:	

Comments:

Select checkbox to attest:

I attest that my submissions do not include Personally Identifying Information as defined by 2 CFR 200 and NCGS 75-61(10). The following is the federal definition for ease of reference: Protected Personally Identifiable Information (Protected PII) means an individual's first name or first initial and last name in combination with any one or more of types of information, including, but not limited to, social security number, passport number, credit card numbers, clearances, bank numbers, biometrics, date and place of birth, mother's maiden name, criminal, medical and financial records, educational transcripts.

Recipients and subrecipients of federal financial assistance are required under 2 CFR 303(e) to implement internal controls that take reasonable measures to safeguard protected PII. NCPRO's grant management system is not designed for storage of sensitive PII, and if you need to submit such data you should contact NCPRO staff to determine a means of secure transfer.

Check Save Submit

- Period: Previous month's date range (Example: Period From: 4/1/2022 To: 4/30/2022)
- Fill out the expenses for each accounting category in corresponding expense types.
- It is a good practice that one line of entry in the expense report will have one corresponding supporting document.
- It is good practice that the name of the supporting document includes the expense line's corresponding Reference #.
- Please use the comments section to add more details and explanations for the expense activities in the previous month.
- When completing the Programmatic Data entry, consult with NCPRO Grant Managers if there are questions or confusion.
- The Save button will save the expense report as "DRAFT".
- The Submit button means your entries are complete and will send your report to NCPRO Grant Mangers for review.
- If you find any mistakes after submitting the report, contact your NCPRO Grant Manager quickly to resolve the issue.

SUPPORTING DOCUMENTS

Supporting documents are any documents which can help justify your payment request and prove your actual expenses.

Other required documents (sub-recipient data, programmatic data, performance review data, Audit data) are also part of supporting documents for SFRF grant management system. Expense reports should be done in each month during the lifespan of the project.

Example Documents Required for Monthly Reporting:

- Payment expenses proof
- Invoices or receipts

Example Documents Required for Quarterly Reporting:

- Subrecipient data
- Programmatic Data
- Single Audits (Annually)
- Other required supporting documents

BEST PRACTICES

Please refer to these best practices for using PANGRAM, completing expense reports, meeting with NCPRO Grant Managers and more.

Schedule a recurring time on your calendar at the beginning of each month to work on the completed month's expense report.

Your assigned NCPRO Grant Manager will schedule a 30-minute meeting with your agency each month.

Your assigned NCPRO Grant Manager will schedule a 2-hour meeting each quarter for 2022 quarterly reporting.

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

Attend bi-weekly interagency meetings to stay up-to-date on information and requirements for SFRF.

Train other users in your agency and help answer their questions.

Have all the corresponding NCPRO contact information on hand to ask questions when needed.

Share your suggestions, comments and feedback with NCPRO.

Email and Microsoft Teams are efficient ways to connect with NCPRO staff.

NCPRO Grant Manager Contact Information

Please reach out to your assigned NCPRO Grant Manager with any questions about your agreement or using the PANGRAM system.

Agency	Funding Sources	NCPRO Contact	Email	Phone
AOC, DPS, NCGA, DOI, DOT, DST	SFRF	Heather Laffler	Heather.Laffler@osbm.nc.gov	919-816-7983
External Entities	CRF, SFRF	Laura Jimenez	Laura.Jimenez@osbm.nc.gov	919-441-0973
DHHS, NCHFA, NCORR (ERA Only)	SFRF, ERA, HAF	Tara Fikes	Tara.Fikes@osbm.nc.gov	984-227-5340
DOR, DOA, DNCR, DACS	SFRF, LFRF	Nate Halubka	Nate.Halubka@osbm.nc.gov	919-437-6006
UNC, NCCCS, DPI	SFRF, GEER	Adam Shull	Adam.Shull@osbm.nc.gov	919-737-3517
Commerce, DIT, DEQ, OSBM	SFRF, CPF, EDAT	Marquis Crews	Marquis.Crews@osbm.nc.gov	984-960-7056

Glossary of Acronyms

CPF – Capital Projects Fund (ARPA)
CRF – Coronavirus Relief Funds (CARES)
ERA – Emergency Rental Assistance (CRRSA and ARPA)
EDAT – Economic Development Administration Tourism (ARPA)
GEER – Governor's Emergency Education Relief (CARES and CRRSA)
HAF – Homeowners' Assistance Funds (ARPA)
LFRF – Local Fiscal Recovery Funds (ARPA)
SFRF – State Fiscal Recovery Funds (ARPA)