ezFedGrants External Portal Claim Creation and Submission

Job Aid

Purpose

This job aid provides details on using the ezFedGrants External Portal to create, review, and submit claims on award agreements.

Before submitting a claim, check with your awarding agency to confirm which system to use for submitting claims.

There are two general types of claims allowed on agreements:

- **Advance Payment Requests:** This type allows you to request funds be disbursed in advance of having incurred any actual expenses. You must provide a justification narrative for all advance payment requests.
  - The ezFedGrants External Portal does not currently support submission of justification narratives. Therefore, please contact your awarding agency for guidance on submitting advance payment requests, if allowed by your award agreement.
- **Reimbursements:** These are standards claims in which you have incurred expenses and are requesting reimbursement for these expenses.
  - Reimbursement claims may be submitted through the ezFedGrants External Portal. However, please contact your awarding agency for guidance on submitting reimbursement claims for your award. Some agencies may use other systems for claims, or the nature of your award may require manual claim submission.

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Trigger

Perform these procedures when you need to create, edit, or certify a reimbursement claim.

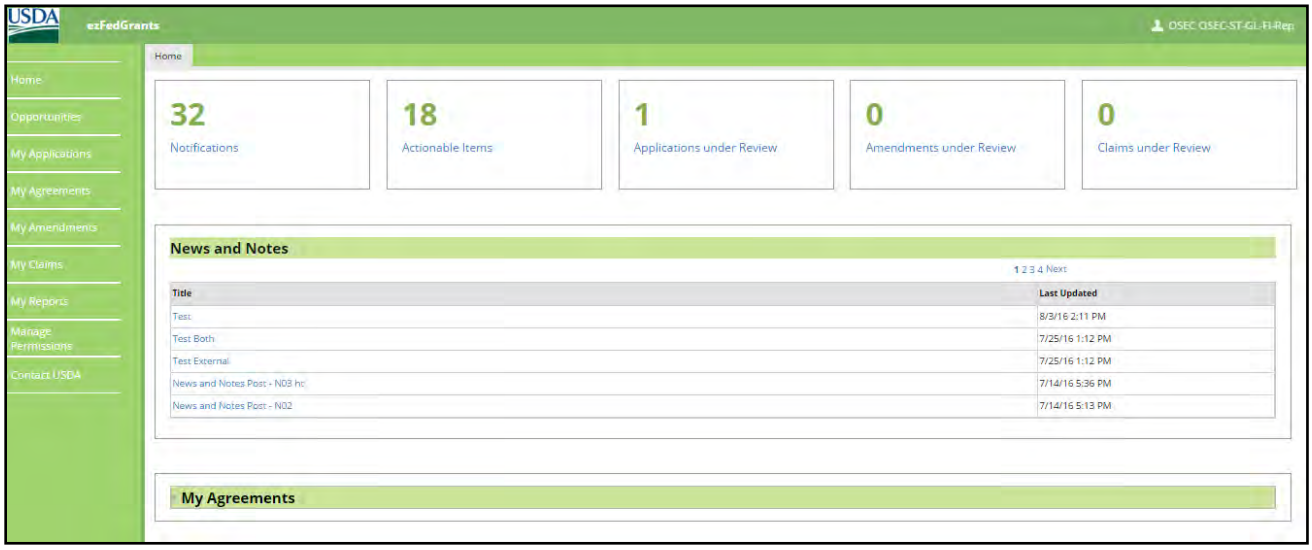
Prerequisites

- Access to the ezFedGrants External Portal
- In order to create claims, you must have either the Grants Processor or Grants Administrative Officer role.
  - Refer to the **Editing Claims** section for more details on editing previously-created claims.
- The agreement you are making a claim against must be in **Active** status.
- In order to submit a new claim to your awarding agency, all prior claims for the same agreement must be fully approved and paid (including Justifications for Advance Payments) before you can start a new claim.
- Any open or overdue performance and/or financial progress reports for the same agreement must be submitted to your awarding agency before a claim can be submitted.

Menu Path

Use the following menu path to begin this procedure:

- **Launch ezFedGrants > eAuthentication > ezFedGrants External Portal Home Screen**



Helpful Hints

- On certain screens you may need to scroll to view additional data fields.
- Certain screenshots may display only a portion of the screen. Note that when working within a system, only the center body of the screen will change. The navigation options along the left side of the screen and the header bar across the top of the screen will remain the same.
- This job aid proceeds quickly through the basic steps necessary to create, certify, and submit a claim in the ezFedGrants External Portal. In practice, it is recommended to fully review the claim forms, including fields not covered in this job aid, and contact your awarding agency if you have any questions.
- **At this time certain claim types are not supported by the ezFedGrants External Portal**. Please liaise with your USDA Awarding Agencies for information on submitting claims for each agreement you have been awarded.
- You may print a claim at any time by clicking the **Print** button.
- The dollar value of a claim can exceed the total dollar value of a single budget category, but the total dollar value of the claim cannot exceed the dollar value of the entire award amount.

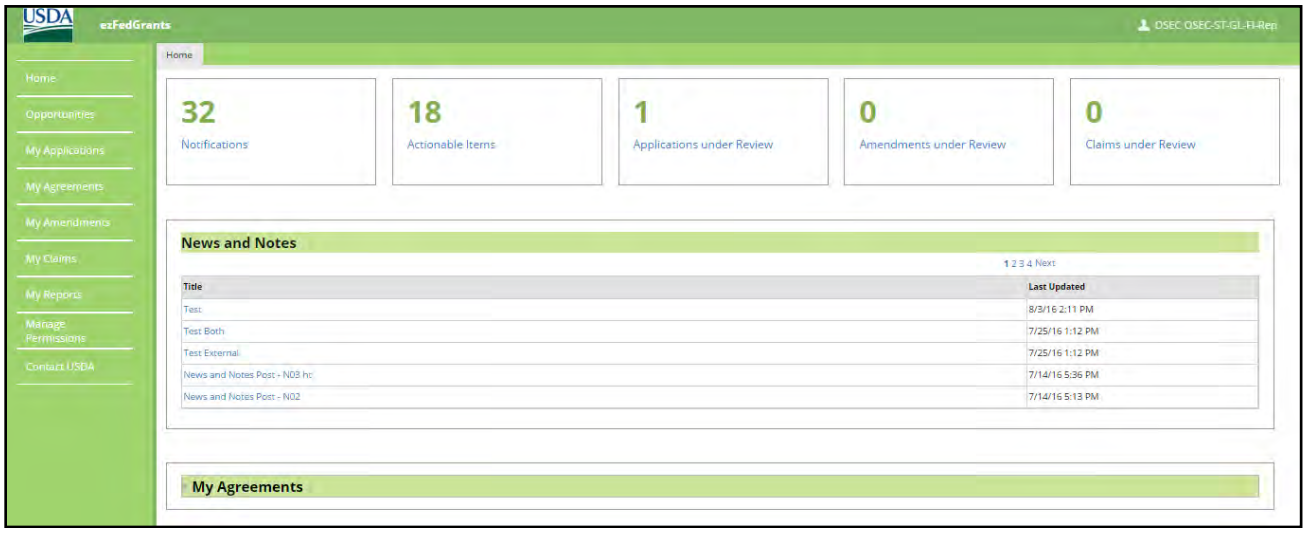
Note: Data used in this procedure is a representative sample for the purpose of training. Actual data in the system may vary based on agency and scenario.

Procedure

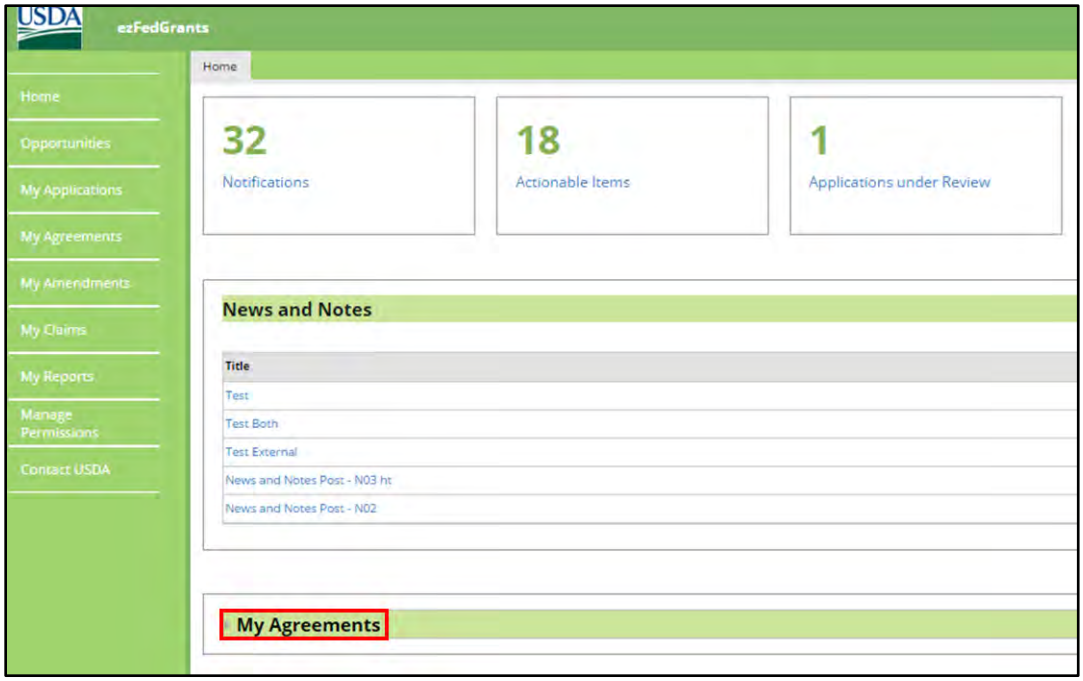
Initiating Claim Creation

This section describes two methods for locating an agreement against which you would like to make a claim, and initiating the claim creation process.

1. Start the procedure by accessing the **ezFedGrants External Portal Home** screen.

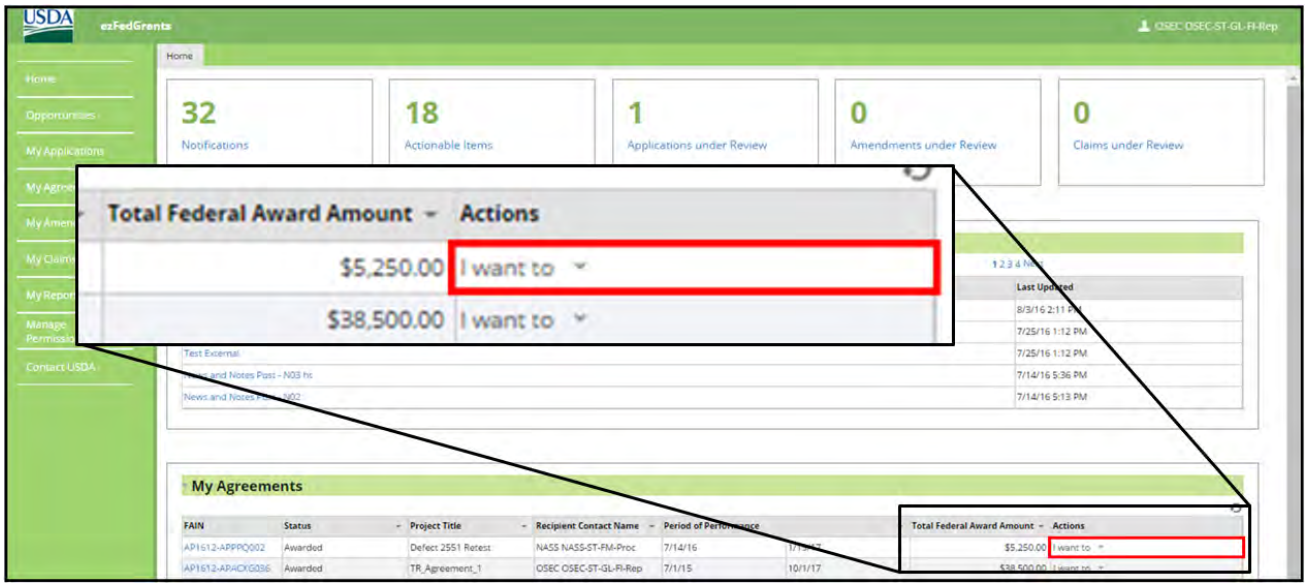


2. On the **ezFedGrants External Portal Home** screen, click the **My Agreements** button to reveal a list of your current agreements.



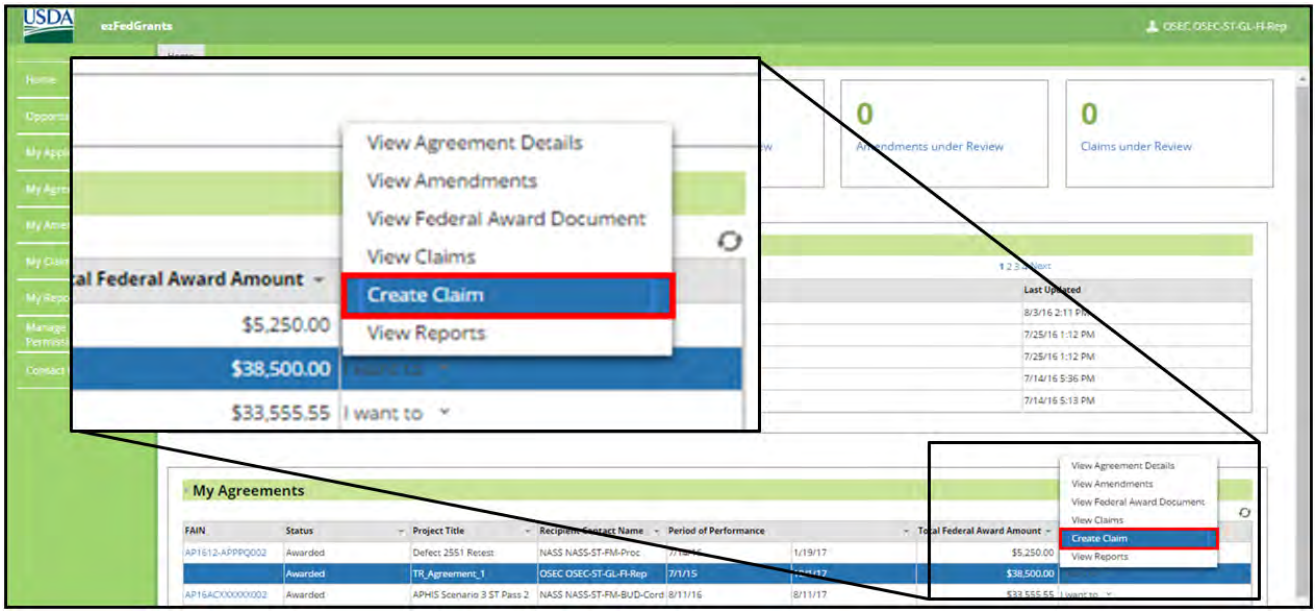
3. Within the **My Agreements** table, locate the agreement against which you would like to make a claim and click the **I want to** field in the **Actions** column.

   Note: If your desired agreement does not appear in the My Agreement table, please use the procedure described in steps 5-9 to locate the agreement.

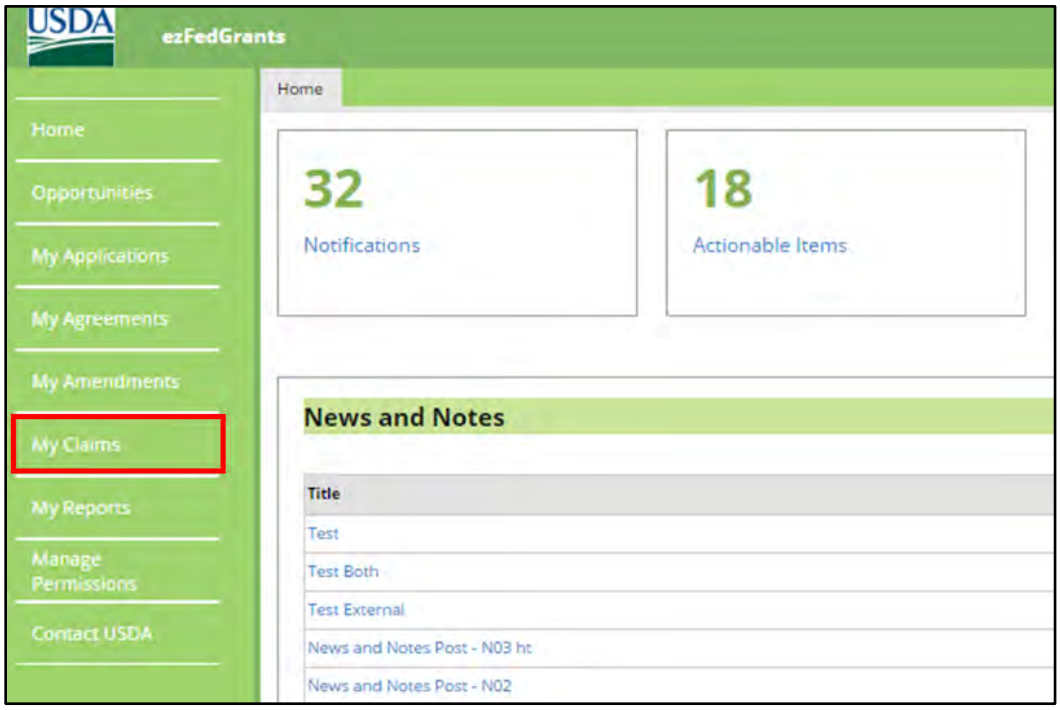


4. In the **I want to** dropdown menu, click the **Create Claim** option to begin the claims creation process.

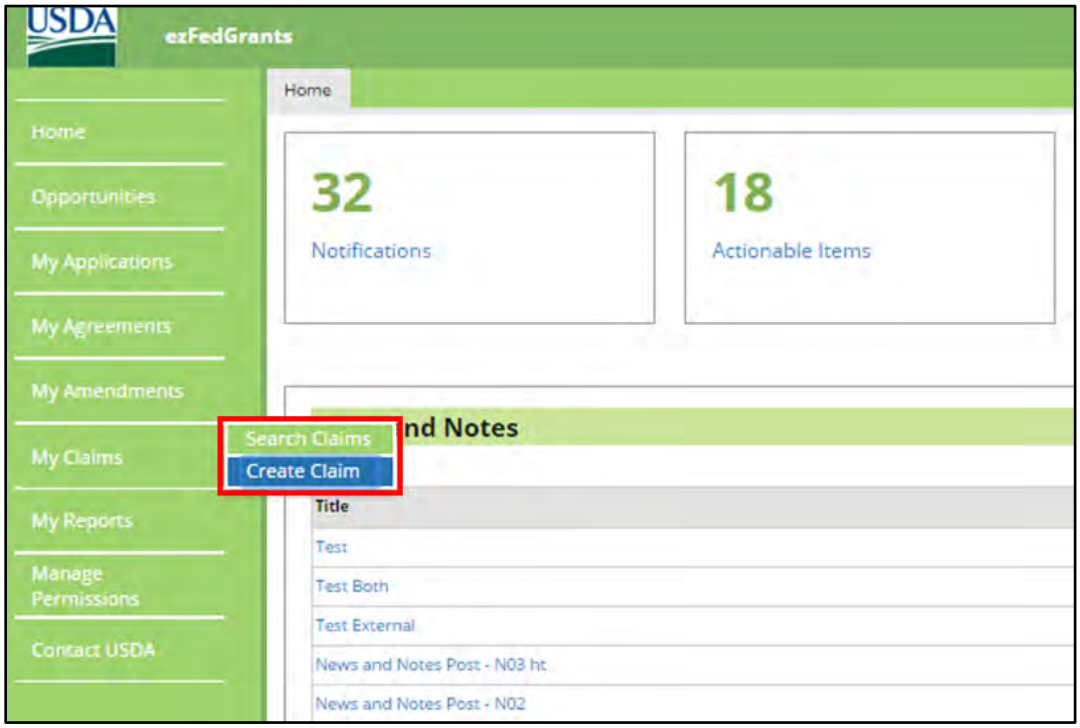
   Note: Continue to the **Creating a Claim** section if you have successfully located your agreement.



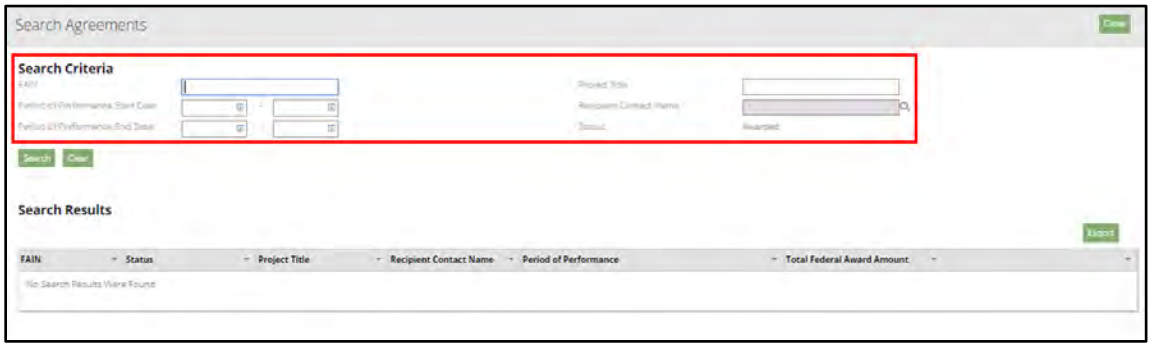
5. If the agreement you wish to create a claim against does not appear in your **My Agreements** table, click the **My Claims** tile in the left-hand navigational menu.



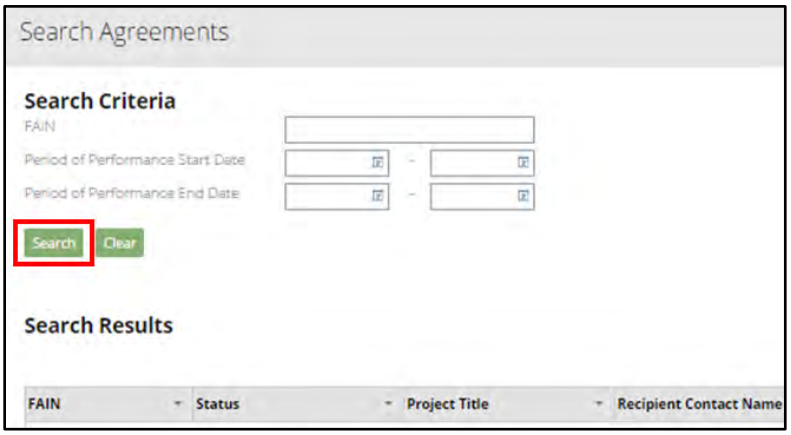
6. Click the **Create Claim** option from the **My Claims** dropdown menu.



7. The **Search Agreements** screen will open after you click the **Create Claim** dropdown menu option. From here you may search for the agreement you would like to make a claim against. To begin, enter information about the relevant agreement in the available **Search Criteria** fields.

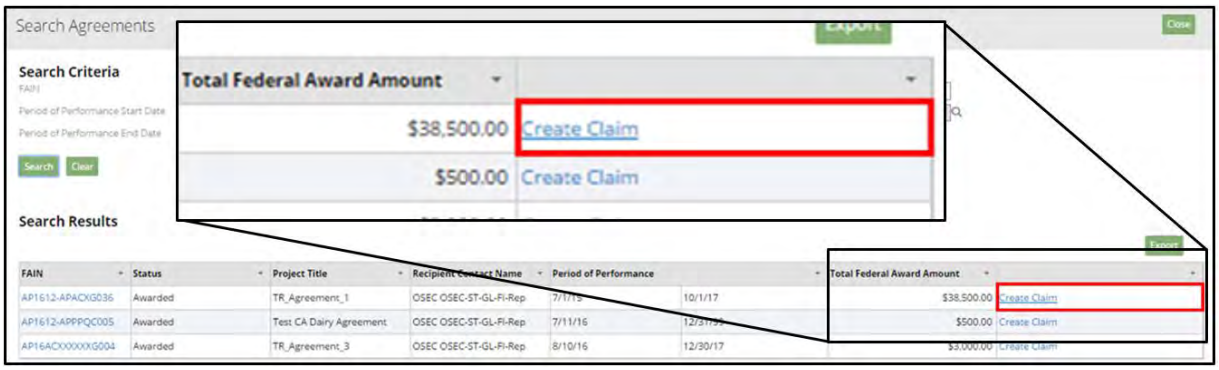


8. Once you have completed all applicable search criteria fields on the **Search Agreements** screen, click the **Search** button.



9. Locate the relevant agreement in the Search Results table and click the Create Claim link to initiate the claim creation process.

   Note: Agreements initiated prior to the adoption of the ezFedGrants External Portal may not appear in the ezFedGrants External Portal. If you are unable to locate an agreement, please contact your awarding agency for guidance.



Creating Claims

This section describes how to create a claim in the ezFedGrants External Portal. This procedure proceeds quickly through the necessary steps for successfully creating a claim. However, please take time to ensure the fields are completed accurately. Additionally, depending on your organization or award, you may need to complete additional fields not covered here.

Please contact your awarding agency for guidance if you have any questions or concerns.

The claim creation process consists of three major stages, which are indicated by the **1, 2,** and **3** circles at the top of the **Create Claim** screen. This section has been divided into three subsections, one for each of the three stages.

Stage One: SF-270

Some fields on the SF-270 form are pre-populated based on the award agreement details and your organization's business partner record. If any pre-populated fields are incorrect and cannot be edited, please contact the awarding agency for assistance in correcting these fields.

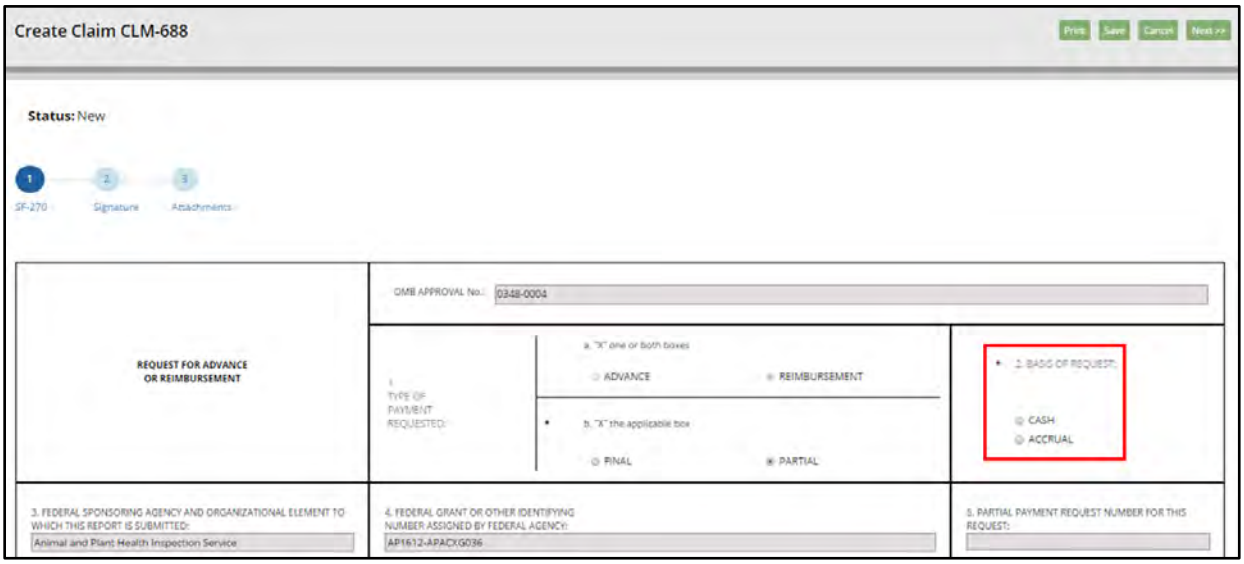
Note: The **Certification** section of the SF-270 will be populated once a Certifying Official digitally signs the claim.

1. The first stage is the SF-270, which will appear as soon as the **Create Claim** screen opens, and has been prepopulated using information from the agreement.

   First, complete section **1. TYPE OF PAYMENT REQUESTED** of the SF-270. In box **a.** select the **REIMBURSEMENT** radio button. In box **b.** select either the **FINAL** or **PARTIAL** radio button, depending on your claim.

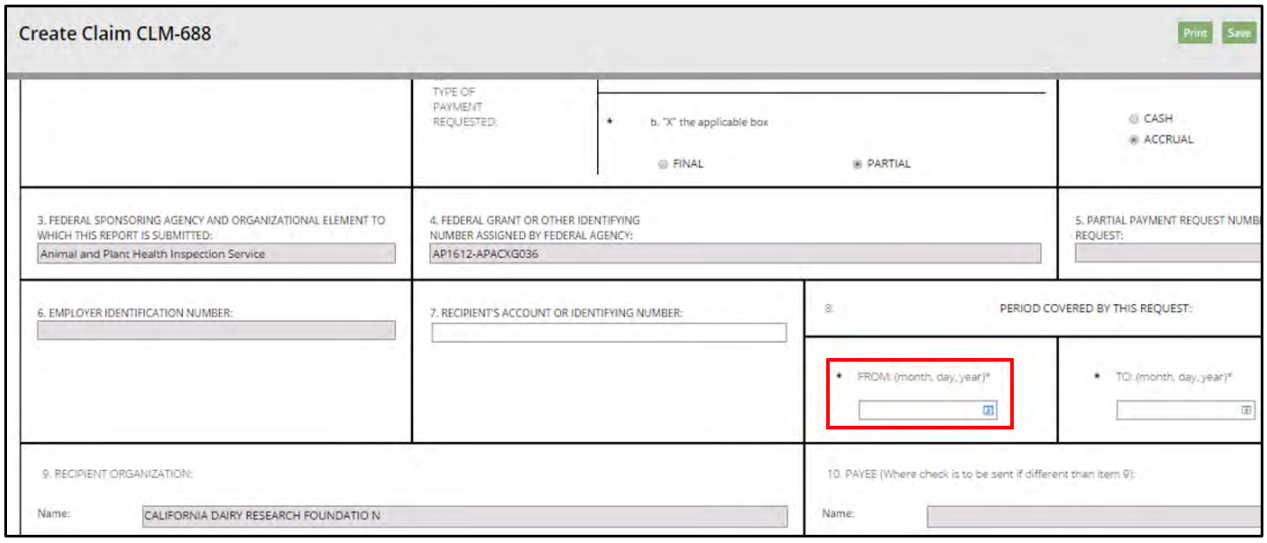
   Note: At this time, the ezFedGrants External Portal does not support the justification narrative requirement for advance payment requests. If your award allows for advance payment requests, please contact your awarding agency for guidance on submitting these types of claims.

2. In section **2. BASIS OF REQUEST** of the SF-270, indicate whether the request is cash or accrual by selecting the radio button to the left of the **CASH** or **ACCRUAL** option.

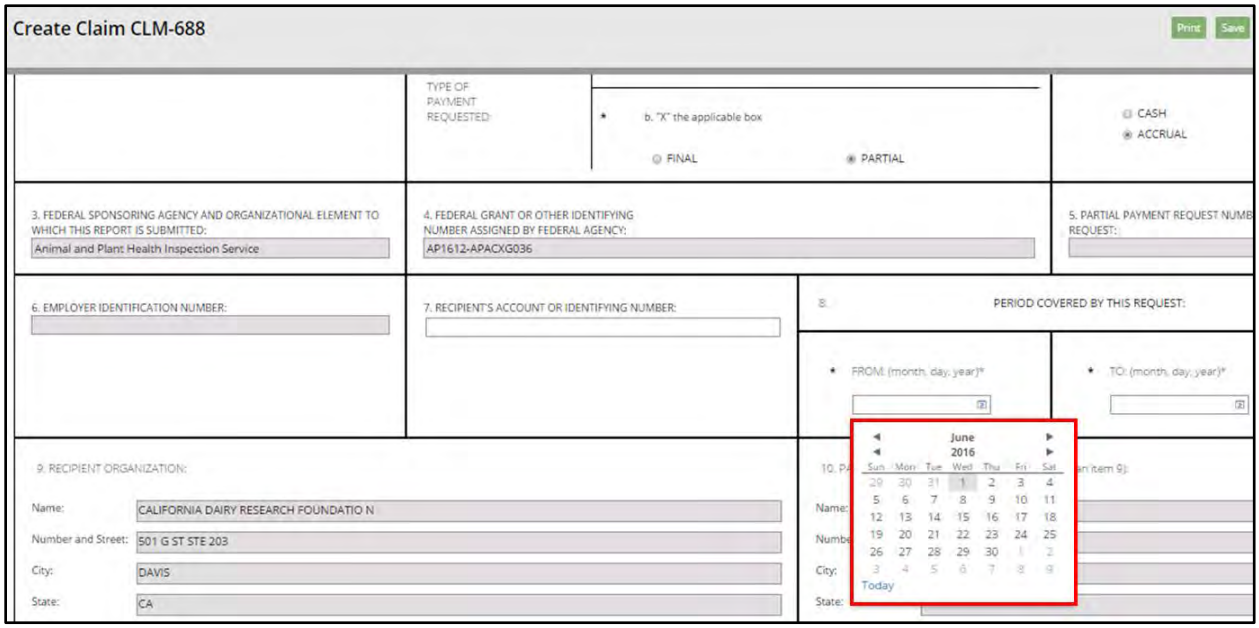


3. Scroll down the **Create Claim** screen to section **8. PERIOD COVERED BY THIS REQUEST** of the SF-270, and click the icon in the **FROM (month, day, year)** field.

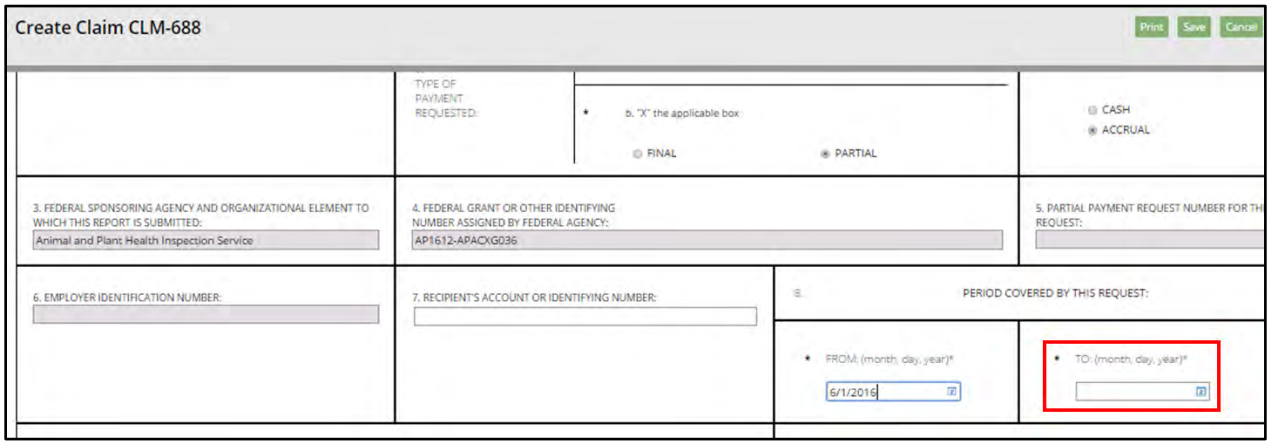
   Note: Sections 3-6 should be pre-populated based on information from the agreement. Some users may need to complete section 7.



4. Click the start date of the claim period in the **FROM (month, day, year)** dropdown calendar.

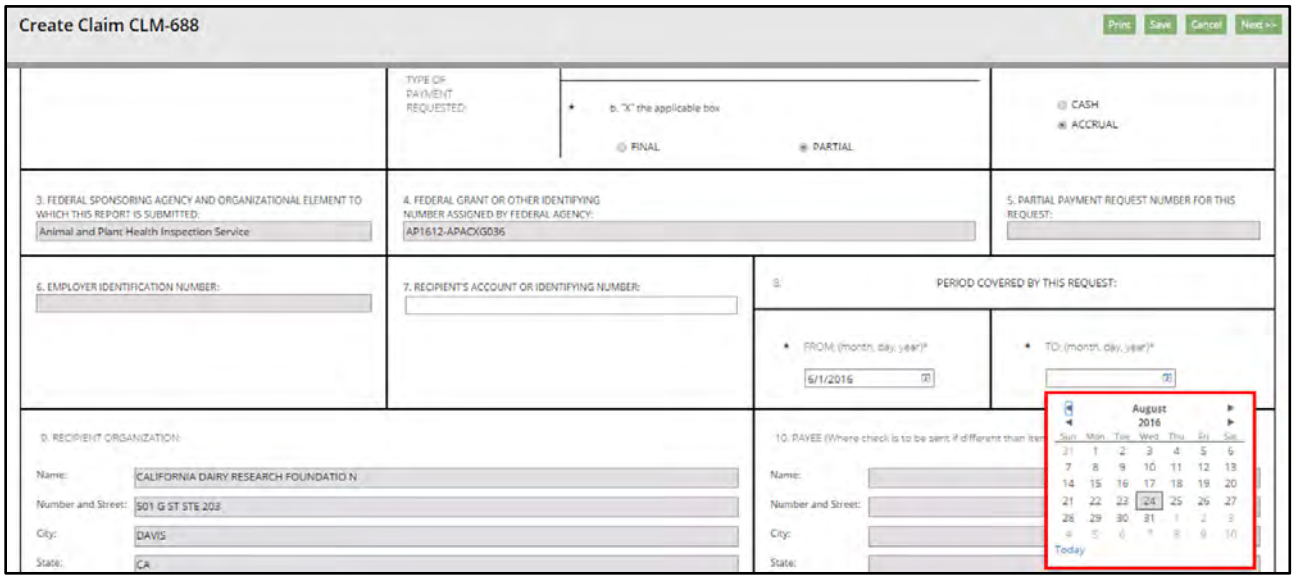


5. Click the icon in the **TO (month, day, year)** field in section **8. PERIOD COVERED BY THIS REQUEST** of the SF-270.



6. Click the end date of the claim period in the **TO (month, day, year)** dropdown calendar.

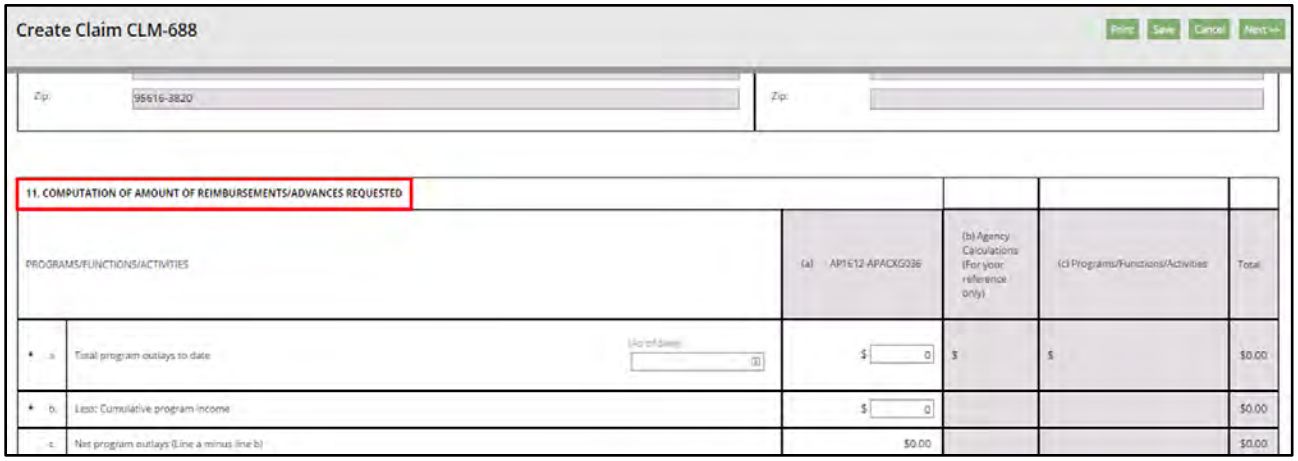
   Note: Section 9 and 10 should be pre-populated based on information from the agreement.



7. Scroll down the **Create Claim** screen to section **11. COMPUTATION OF AMOUNT OF REIMBURSEMENTS/ADVANCES REQUESTED** of the SF-270 to begin entering the dollar values for the claim.

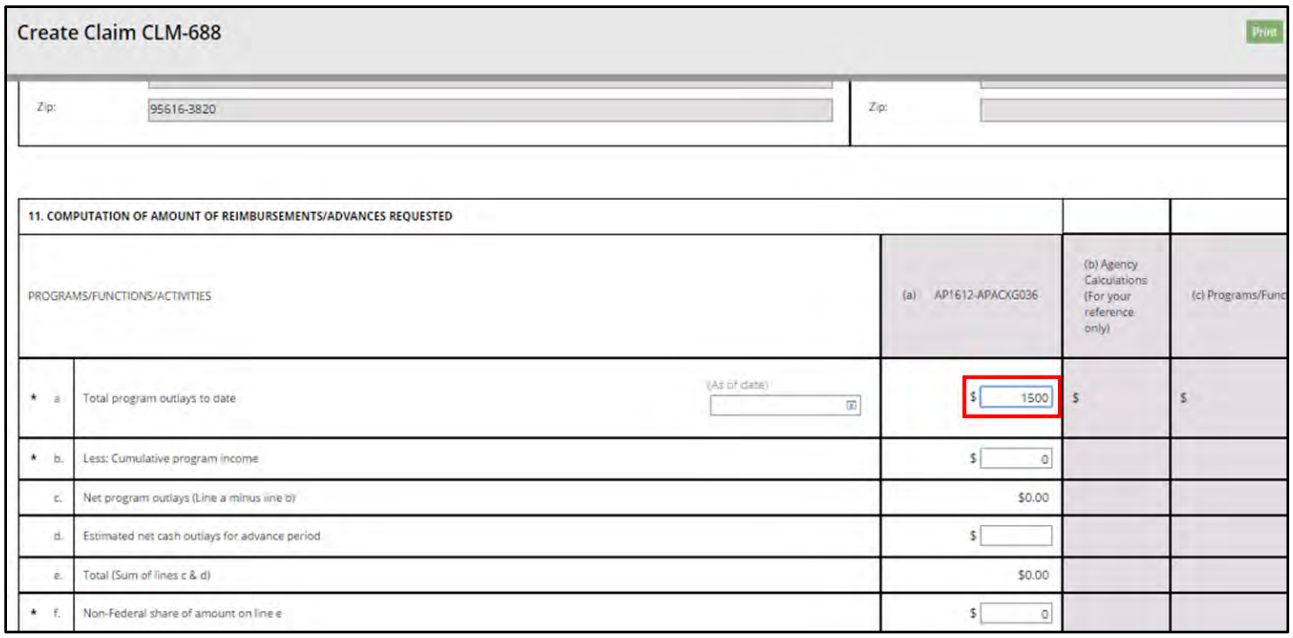
   The dollar value requested for each budget line can exceed to the total amount allocated to that budget line, however, the total dollar value for the entire claim cannot exceed the total dollar value of the entire award.

   Note: Some fields may be prepopulated in this section but may still be manually edited. Some fields may also automatically calculate based on entries on other lines, but may still be available for manual editing.



8. In section **11.**, click on the dollar value field in column **(a)** of row **a. Total program outlays to date** and enter the relevant dollar amount.

   Note: Entering a dollar value in row **a. Total program outlays to date** will automatically populate row **f. Non-Federal share of amount on line e** of section **11**.


Create Claim CLM-688

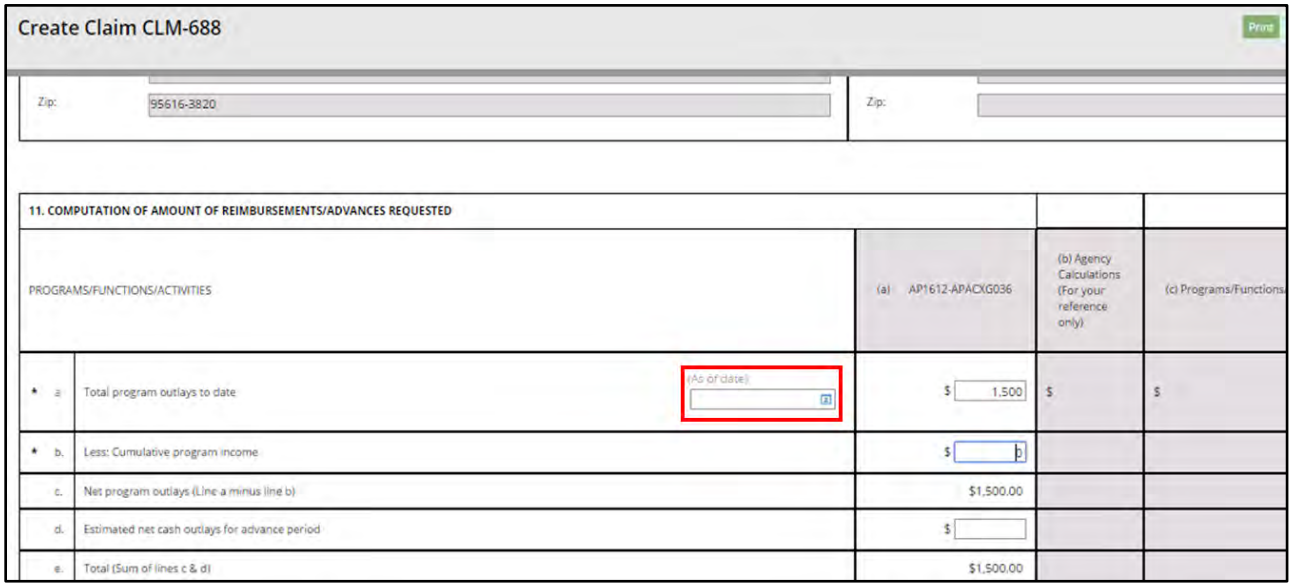
Zip: 95616-3820

Zip:

11. COMPUTATION OF AMOUNT OF REIMBURSEMENTS/ADVANCES REQUESTED

PROGRAMS/FUNCTIONS/ACTIVITIES		(a) AP1612-APACXG036	(b) Agency Calculations (For your reference only)	(c) Programs/Func
* a	Total program outlays to date (As of date)	$ 1500	$	$
* b.	Less: Cumulative program income	$ 0		
c.	Net program outlays (Line a minus line b)	$0.00		
d.	Estimated net cash outlays for advance period	$		
e.	Total (Sum of lines c & d)	$0.00		
* f.	Non-Federal share of amount on line e	$ 0		

9. In section **11**, click on the icon in the **(As of date)** field in row **a. Total program outlays to date**.


Create Claim CLM-688

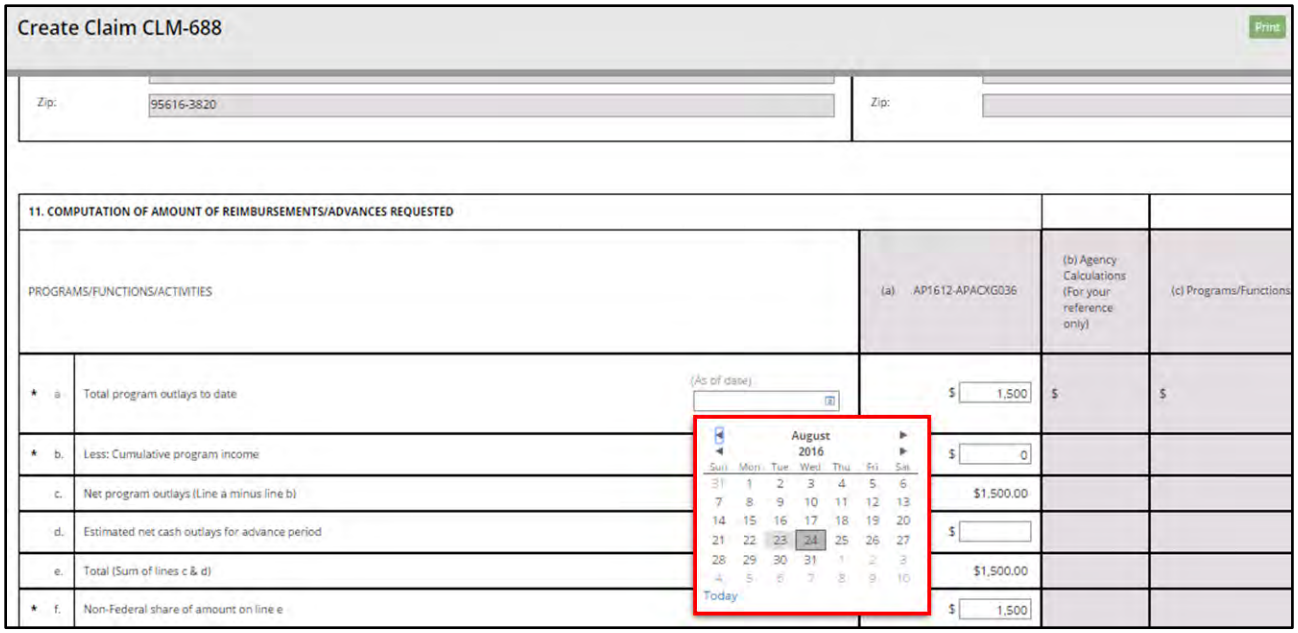
Zip: 95616-3820

Zip:

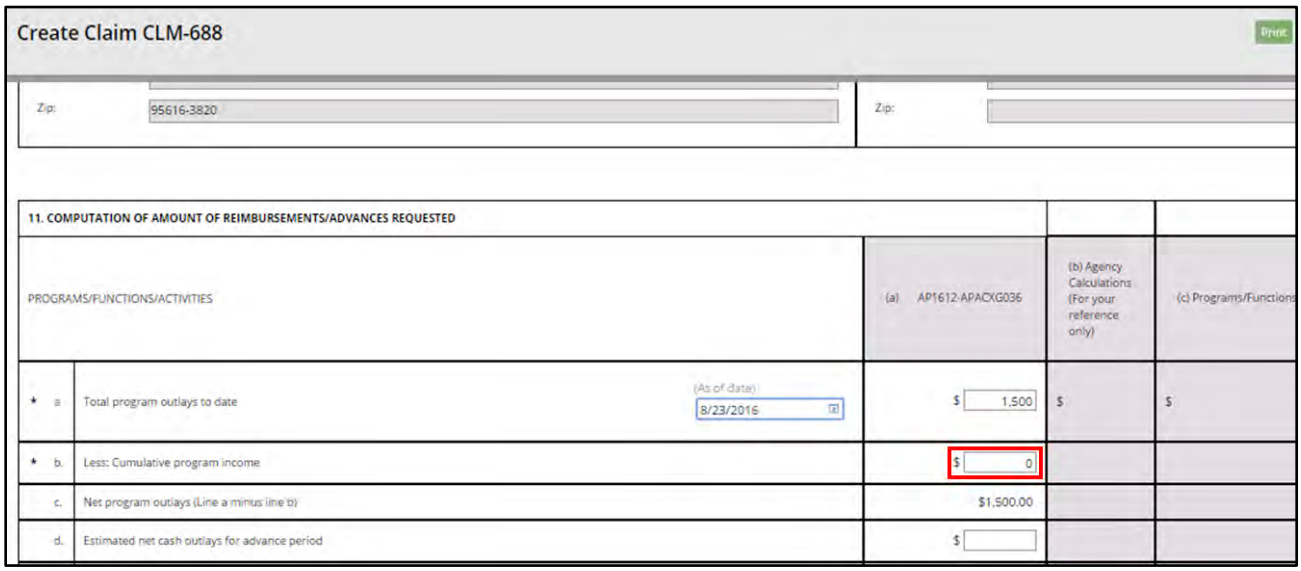
11. COMPUTATION OF AMOUNT OF REIMBURSEMENTS/ADVANCES REQUESTED

PROGRAMS/FUNCTIONS/ACTIVITIES		(a) AP1612-APACXG036	(b) Agency Calculations (For your reference only)	(c) Programs/Functions
* a	Total program outlays to date (As of date)	$ 1,500	$	$
* b.	Less: Cumulative program income	$ 0		
c.	Net program outlays (Line a minus line b)	$1,500.00		
d.	Estimated net cash outlays for advance period	$		
e.	Total (Sum of lines c & d)	$1,500.00		

10. Click the current date, or the date applicable for the claim, in the **(As of date)** dropdown calendar.



11. In section **11.**, click the dollar value field in column **(a)** of row **b. Less: Cumulative program income** and enter the cumulative program income.



12. In section **11.**, click the dollar value field in column **(a)** of row **g. Federal share of amount on line e** and enter the relevant dollar value.

Create Claim CLM-688 Print

PROGRAMS/FUNCTIONS/ACTIVITIES		(a) AP1612-APACKG036	(b) Agency Calculations (For your reference only)	(c) Programs/Functions
* a.	Total program outlays to date (As of date) 8/23/2016	$ 1,500	$	$
* b.	Less: Cumulative program income	$ 0		
c.	Net program outlays (Line a minus line b)	$1,500.00		
d.	Estimated net cash outlays for advance period	$		
e.	Total (Sum of lines c & d)	$1,500.00		
* f.	Non-Federal share of amount on line e	$ 1,500		
* g.	Federal share of amount on line e	$ 0		
* h.	Federal payments previously requested	$ 0	$0.00	

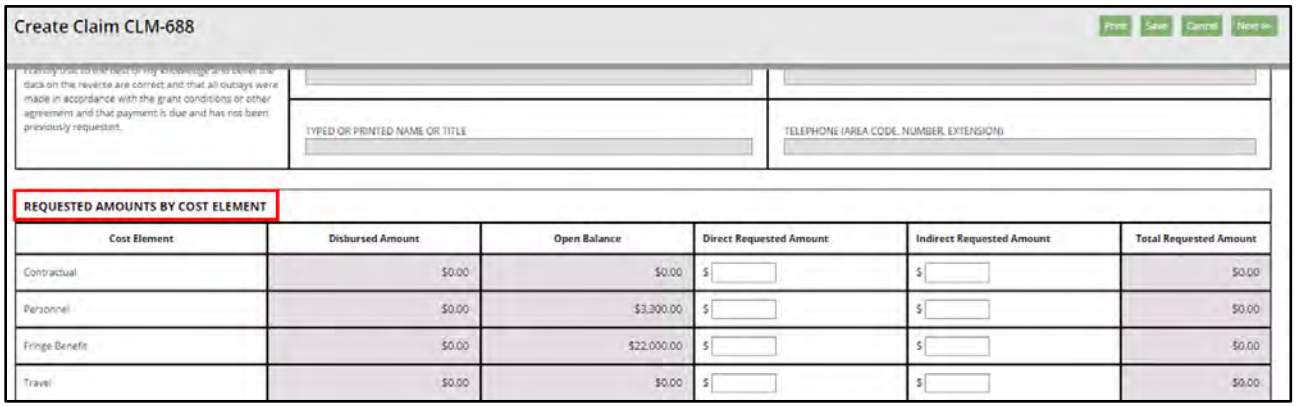
13. In section **11.**, click the dollar value field in column **(a)** of row **h. Federal payments previously requested** and enter the amount of federal payments previously requested.

    Note: Please complete any other fields in this section if necessary.

Create Claim CLM-688 Print

PROGRAMS/FUNCTIONS/ACTIVITIES		(a) AP1612-APACKG036	(b) Agency Calculations (For your reference only)	(c) Programs/Functions
* a.	Total program outlays to date (As of date) 8/23/2016	$ 1,500	$	$
* b.	Less: Cumulative program income	$ 0		
c.	Net program outlays (Line a minus line b)	$1,500.00		
d.	Estimated net cash outlays for advance period	$		
e.	Total (Sum of lines c & d)	$1,500.00		
* f.	Non-Federal share of amount on line e	$ 0		
* g.	Federal share of amount on line e	$ 1,500		
* h.	Federal payments previously requested	$ 500	$0.00	
i.	Federal share now requested (Line g minus line h)	$1,500.00		

14. Scroll down the **Create Claim** screen to the **REQUESTED AMOUNTS BY COST ELEMENT** section of the SF-270.



Create Claim CLM-688

Print Save Cancel Next >>

I certify that to the best of my knowledge and belief the data on the reverse are correct and that all outlays were made in accordance with the grant conditions or other agreement and that payment is due and has not been previously requested.

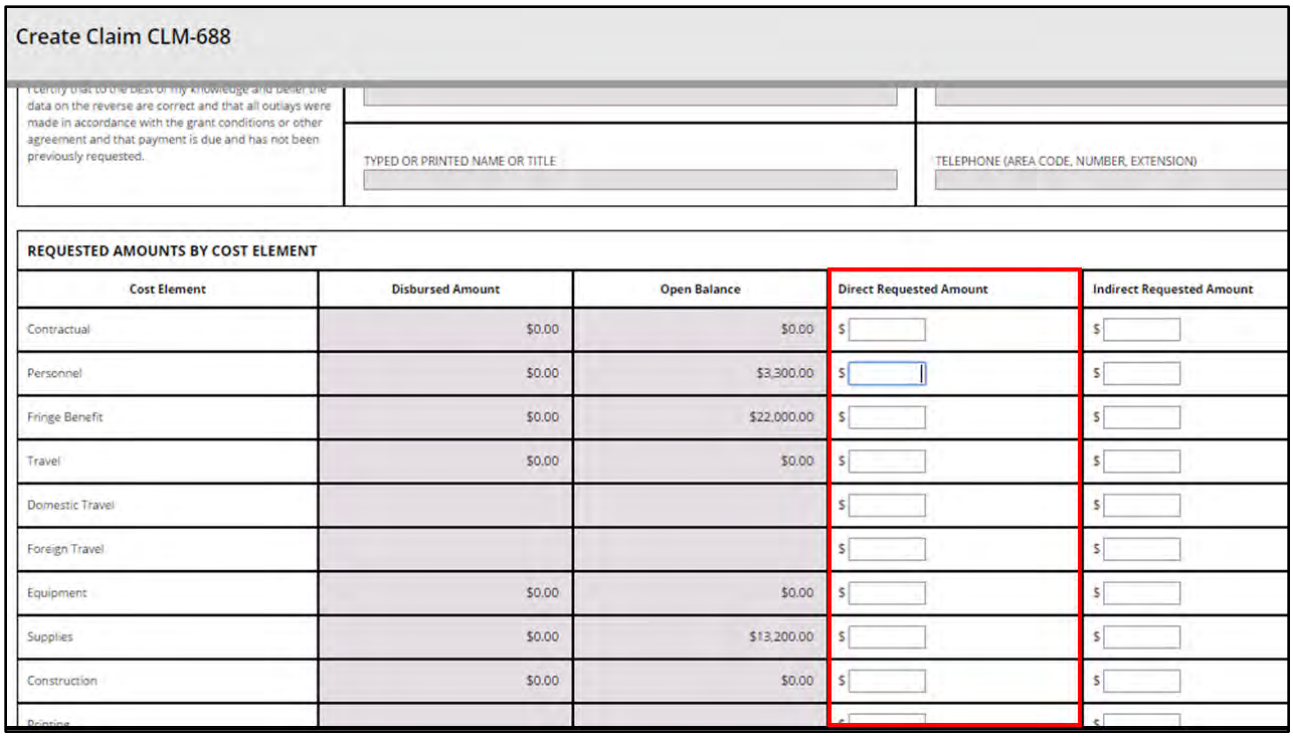
TYPED OR PRINTED NAME OR TITLE

TELEPHONE (AREA CODE, NUMBER, EXTENSION)

REQUESTED AMOUNTS BY COST ELEMENT

Cost Element	Disbursed Amount	Open Balance	Direct Requested Amount	Indirect Requested Amount	Total Requested Amount
Contractual	$0.00	$0.00	$	$	$0.00
Personnel	$0.00	$3,300.00	$	$	$0.00
Fringe Benefit	$0.00	$22,000.00	$	$	$0.00
Travel	$0.00	$0.00	$	$	$0.00

15. Click in the dollar value fields in the **Direct Requested Amount** column and enter the relevant dollar amounts for each **Cost Element** category applicable for this claim.



Create Claim CLM-688

I certify that to the best of my knowledge and belief the data on the reverse are correct and that all outlays were made in accordance with the grant conditions or other agreement and that payment is due and has not been previously requested.

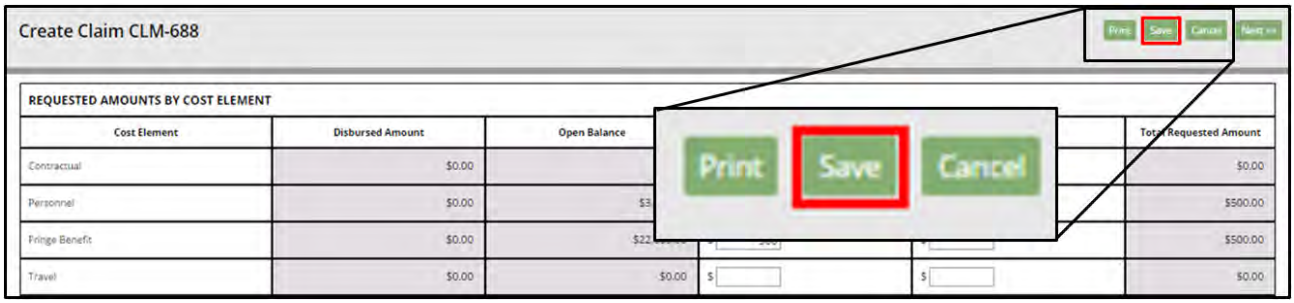
TYPED OR PRINTED NAME OR TITLE

TELEPHONE (AREA CODE, NUMBER, EXTENSION)

REQUESTED AMOUNTS BY COST ELEMENT

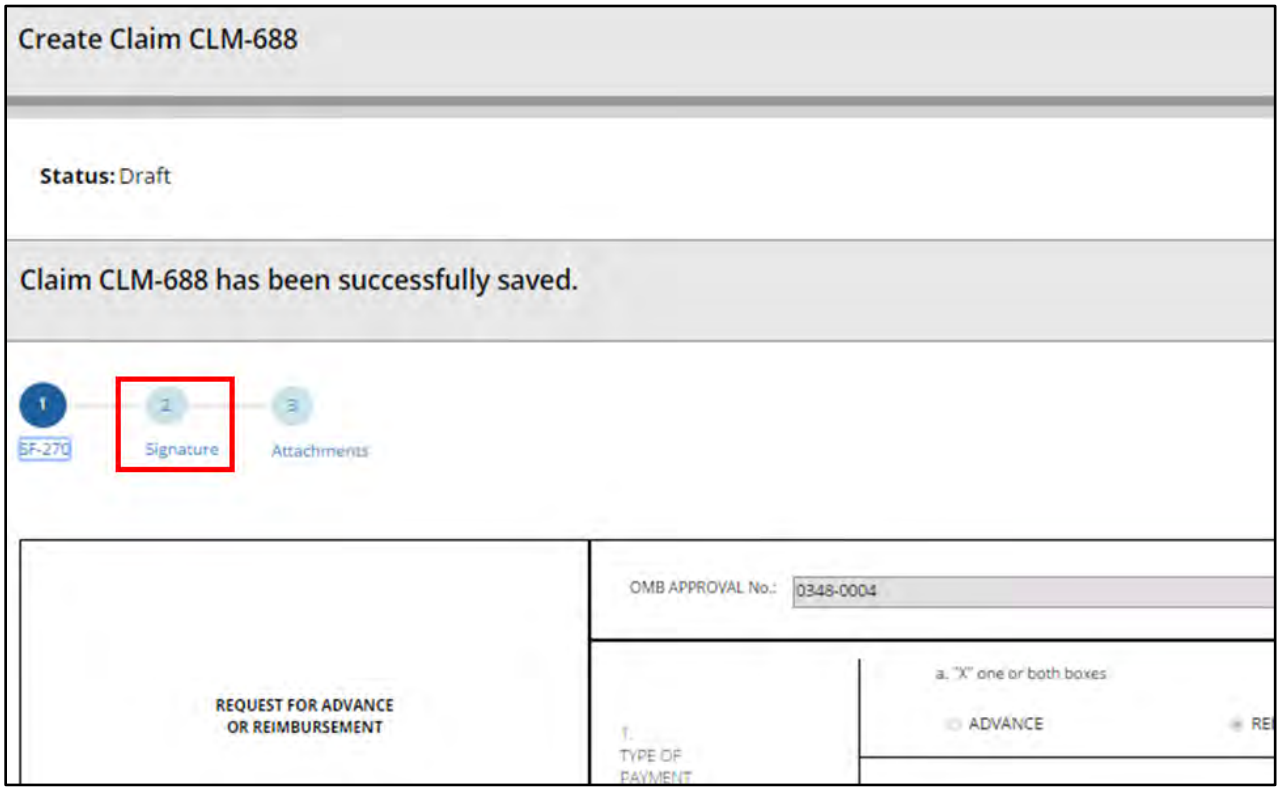
Cost Element	Disbursed Amount	Open Balance	Direct Requested Amount	Indirect Requested Amount
Contractual	$0.00	$0.00	$	$
Personnel	$0.00	$3,300.00	$	$
Fringe Benefit	$0.00	$22,000.00	$	$
Travel	$0.00	$0.00	$	$
Domestic Travel			$	$
Foreign Travel			$	$
Equipment	$0.00	$0.00	$	$
Supplies	$0.00	$13,200.00	$	$
Construction	$0.00	$0.00	$	$
Printing			$	$

16. Once you have entered all of the relevant dollar amounts, click the **Save** button at the top of the screen.



17. Scroll to the top of the **Create Claim** screen and click the **2** icon to move to the second phase of claim creation.

    Note: You can also move to the next stage by clicking the **Next >>** button in the top right corner of the screen.



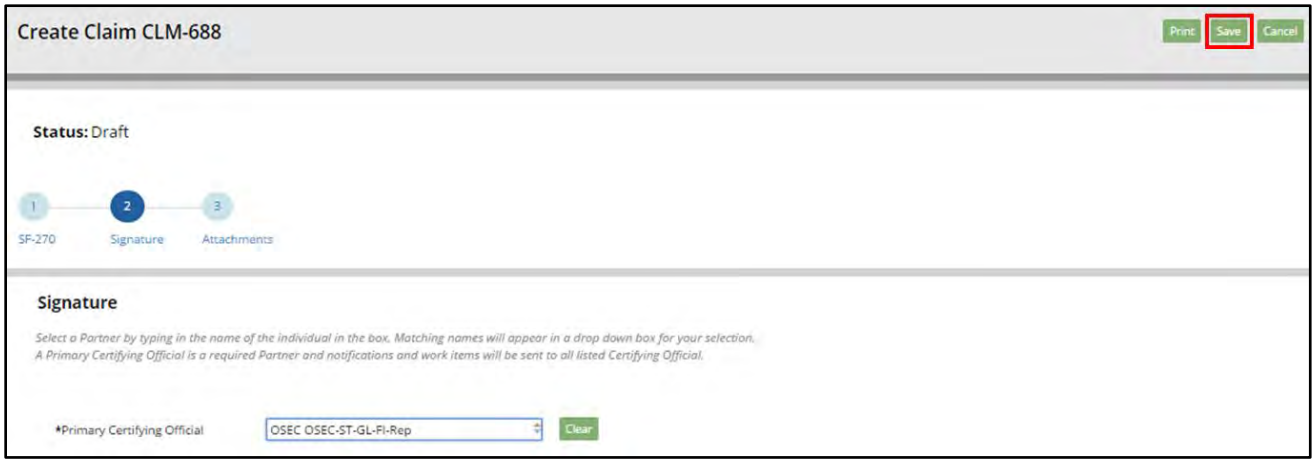
Stage Two: Signature

1. The second stage of claim creation is the Signature stage. You must indicate a Primary Certifying Official for this claim. Any user can be a Certifying Official, including yourself.

   Note: Certifying Official is **not** the same as Signatory Official. Please refer to the **ezFedGrants External Portal User Role Definitions** document for more information on the differences between the roles.

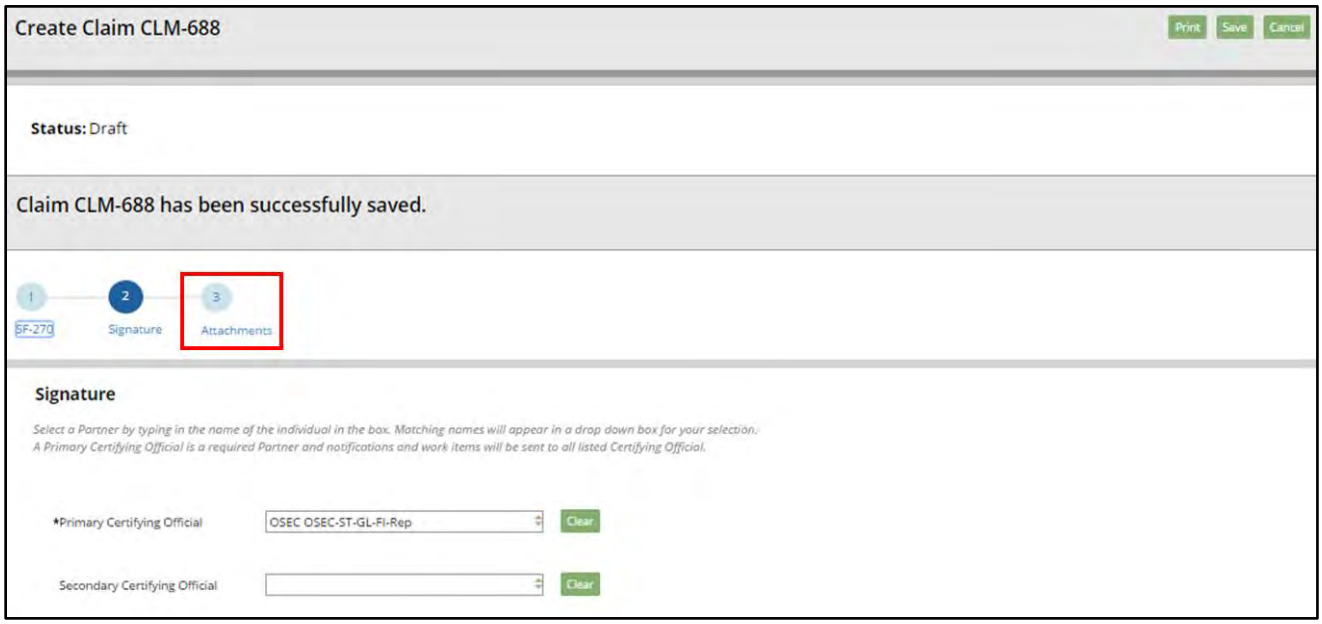
2. Click in the **Primary Certifying Official** field and begin typing the name of the individual you would like to assign as the Primary Certifying Official. Press the **down arrow** to view a dropdown menu of suggested names. When you see the desired name, click the name on the dropdown menu.

3. Once you have added the Certifying Official(s), click the **Save** button.



4. If your claim has successfully saved, the system will generate a confirmation message at the top of the **Create Claim** screen. Click the **3** button to continue to stage three of the claim creation process.

   Note: You can also advance to the next stage of claim creation by clicking the **Next >>** button in the top right corner of the screen.

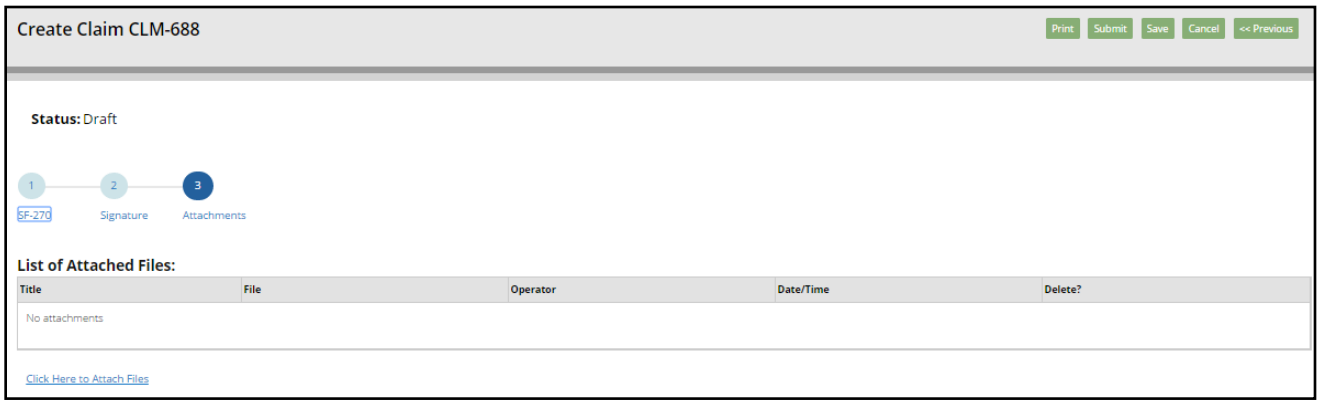


Stage Three: Attachments

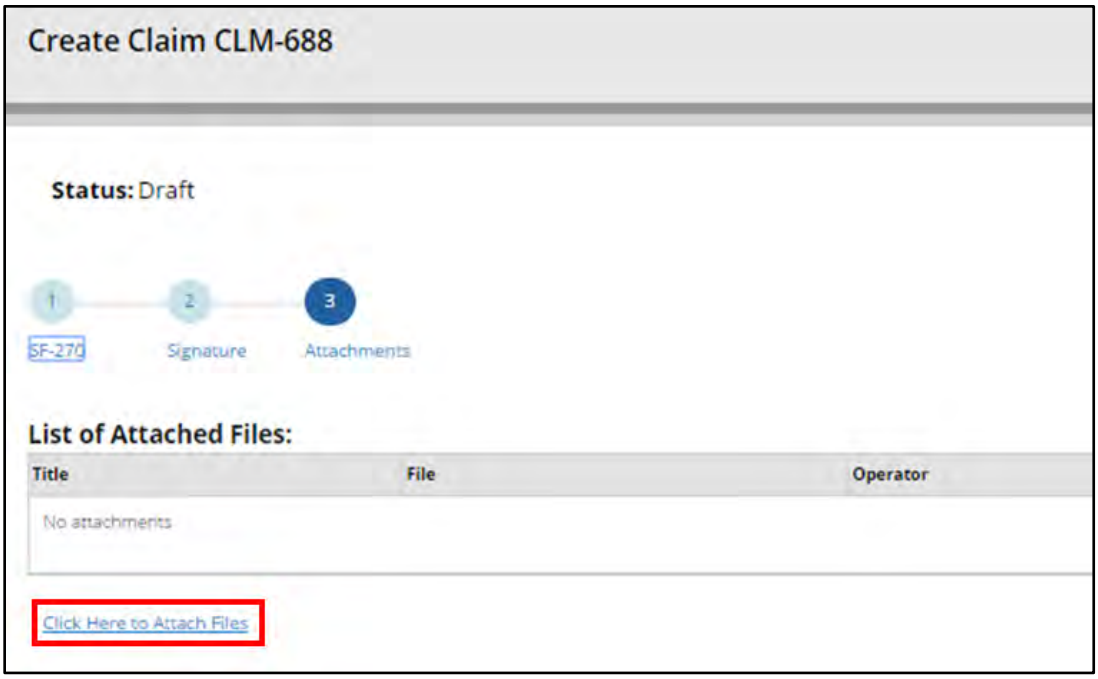
1. Stage three, the final stage of claim creation, is the attachments stage. Attachments are not required in order to submit a claim, but your organization or awarding agency may require attachments with your claims.

   If your claim requires attachments, **do not** include any personal identifying information (PII) unless specifically instructed to do so. PII includes details such as dates of birth, social security numbers, and personal criminal history.

   Note: To return to either of the previous stages of claim creation (SF-270 or Signature), click the numbered icons or the **<< Previous** button at the top of the screen.



2. To add an attachment, click the **Click Here to Attach Files** link under the **List of Attached Files** table. This will open the **Add Attachment** popup window.

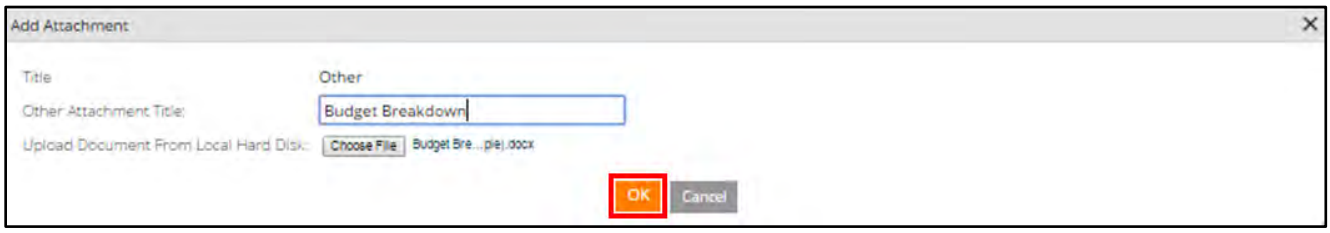


3. In the **Add Attachment** popup window, click the **Choose File** button to locate and select the desired attachment file on your computer.

4. Click in the **Other Attachment Title** field and type a title for your attachment.

5. Click the **OK** button to attach your file and close the **Add Attachment** popup window.

   Note: To exit the **Add Attachment** popup window without attaching a document, click the **Cancel** button at the bottom of the popup window, or the **X** button in the top right corner of the popup window.

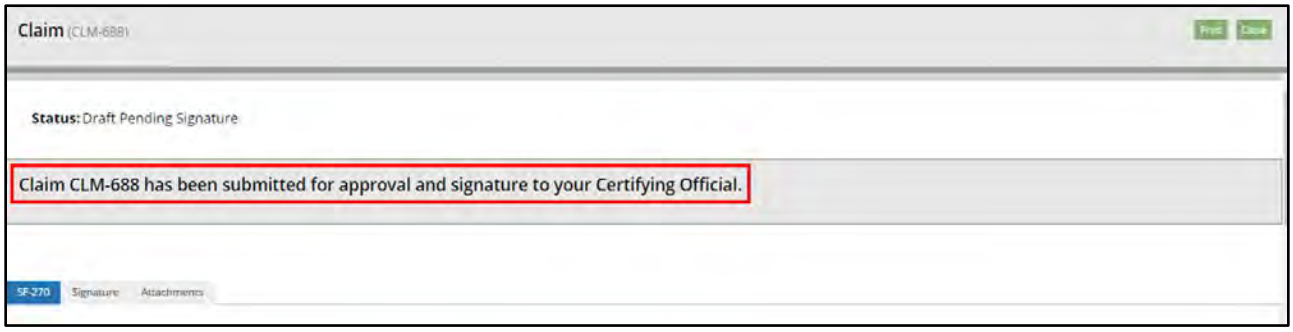


6. Once you have attached all necessary files, click the **Save** button.

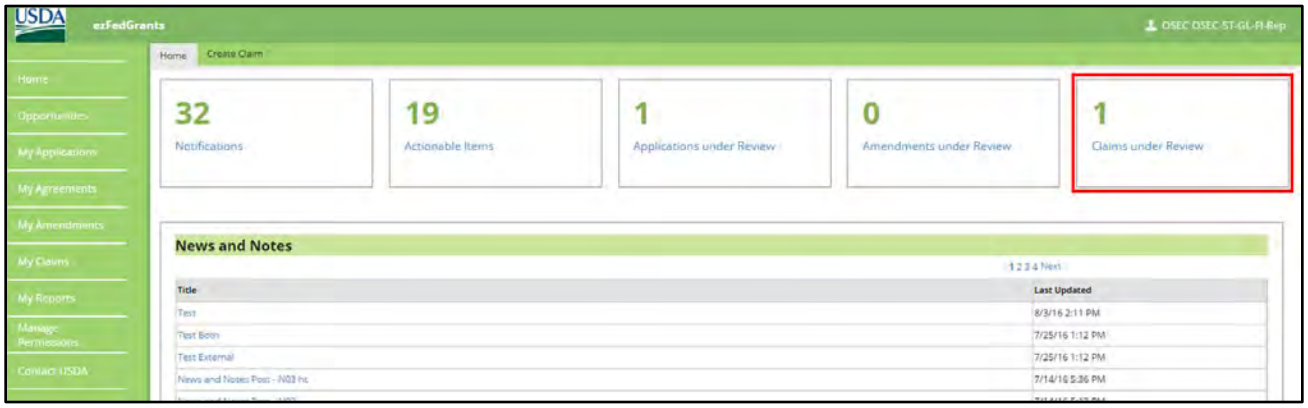
7. Once you are ready to submit the claim for review by the Certifying Official, click the **Submit** button.

   Note: If you would like to print your claim, click the **Print** button.

8. If your claim has submitted successfully, the system will display a submission confirmation message. The individuals you assigned as certifying officials will then receive work items and notifications altering them to the new claim.



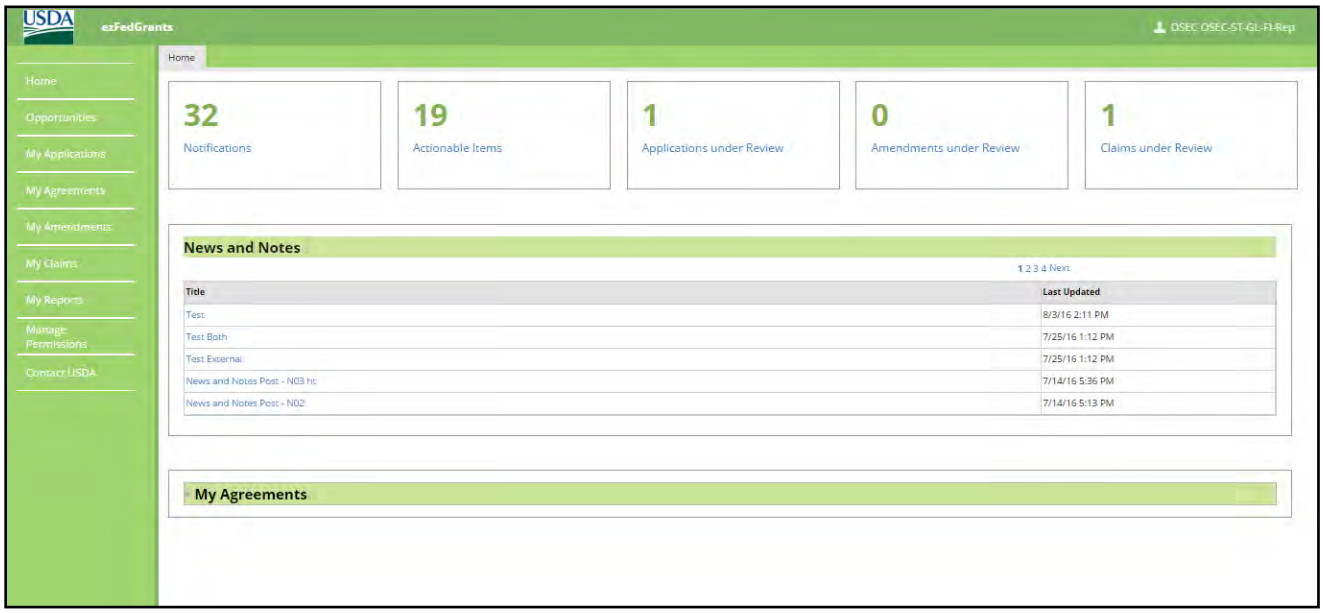
9. You can view your claims pending review by certifying officials by clicking the **Claims under Review** tile on the **ezFedGrants External Portal Home** screen.



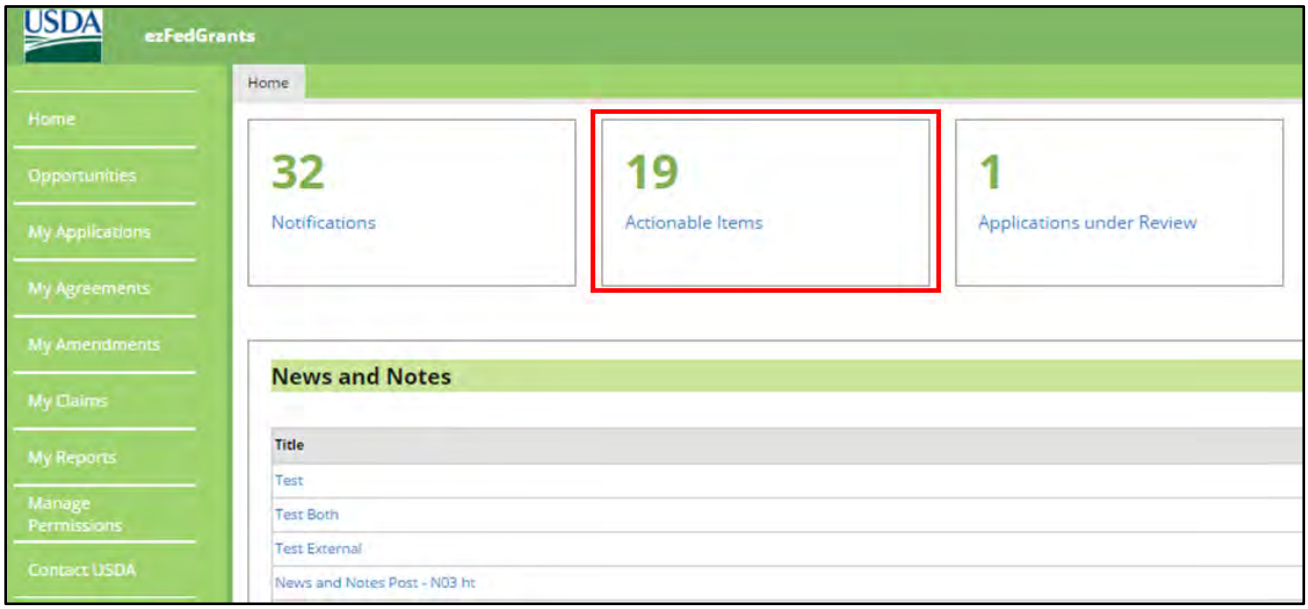
Certifying Claims

This section describes how to review and take action on a claim for which you have been designated a Certifying Official.

1. Begin the procedure by accessing the **ezFedGrants External Portal Home** screen.

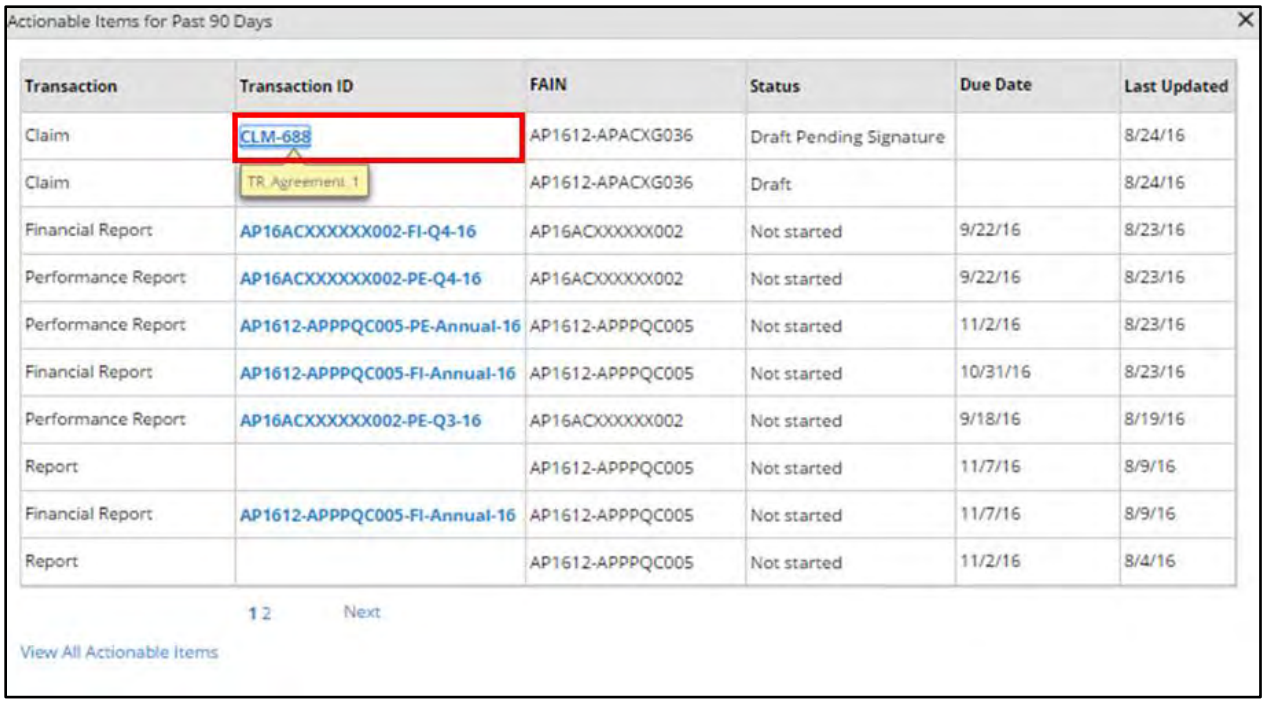


2. Click the **Actionable Items** tile to open the **Actionable Items for Past 90 Days** popup window.



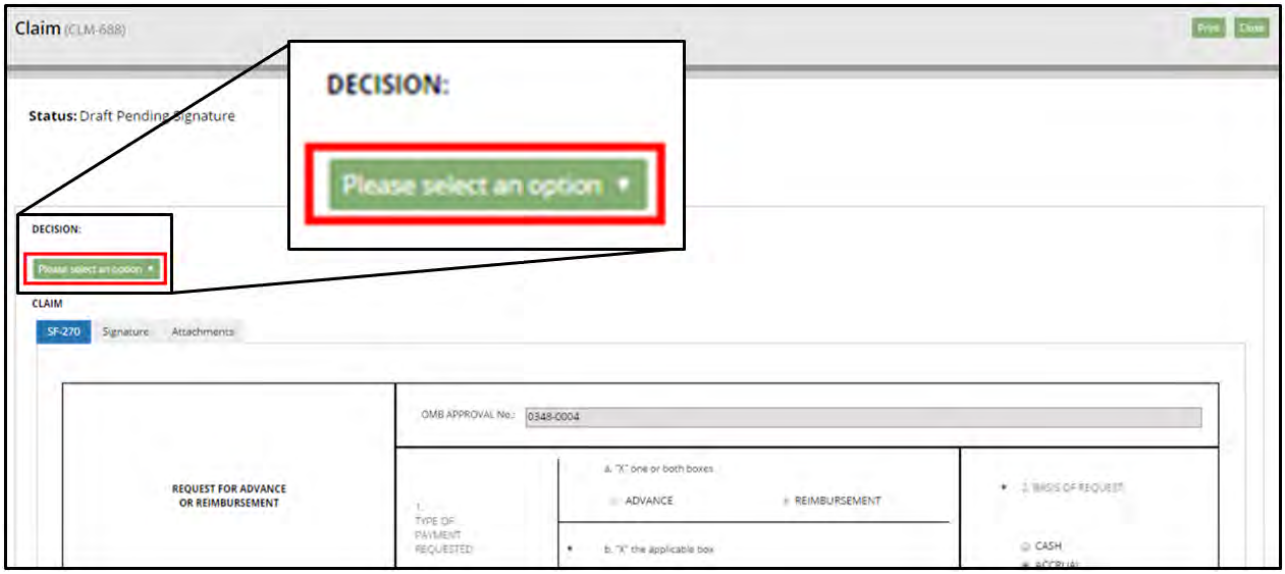
3. In the **Actionable Items for Past 90 Days** popup window, click the **Transaction ID** link of the claim you wish to take action on in the **Transaction ID** column. This will open the **Claim** screen.

   Note: Click the **View All Actionable Items** link to view all work items, including those sent to you more than 90 days ago.



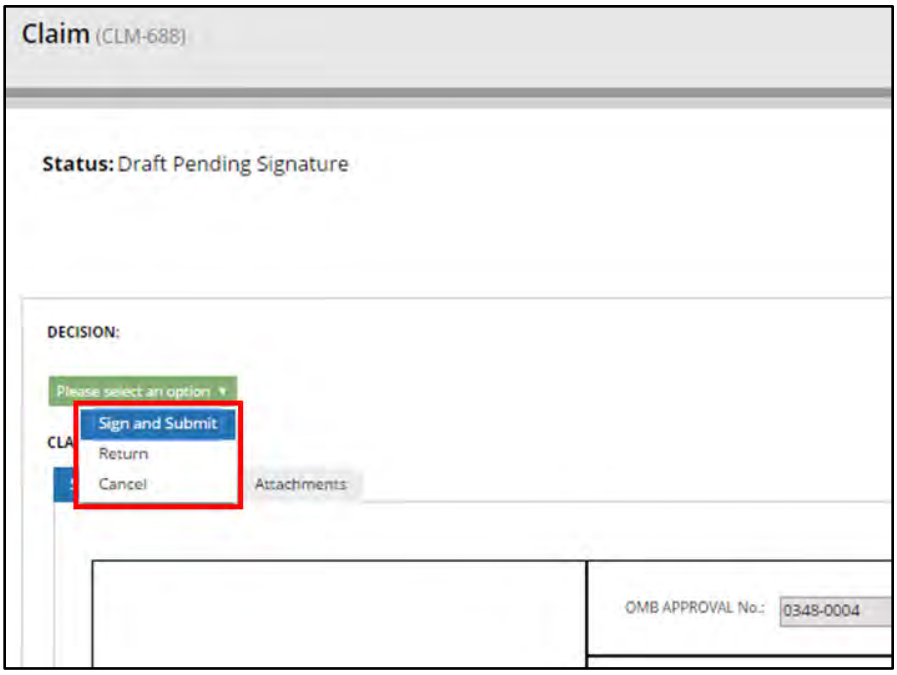
Transaction	Transaction ID	FAIN	Status	Due Date	Last Updated
Claim	CLM-688	AP1612-APACXG036	Draft Pending Signature		8/24/16
Claim		AP1612-APACXG036	Draft		8/24/16
Financial Report	AP16ACXXXXXX002-FI-Q4-16	AP16ACXXXXXX002	Not started	9/22/16	8/23/16
Performance Report	AP16ACXXXXXX002-PE-Q4-16	AP16ACXXXXXX002	Not started	9/22/16	8/23/16
Performance Report	AP1612-APPPQC005-PE-Annual-16	AP1612-APPPQC005	Not started	11/2/16	8/23/16
Financial Report	AP1612-APPPQC005-FI-Annual-16	AP1612-APPPQC005	Not started	10/31/16	8/23/16
Performance Report	AP16ACXXXXXX002-PE-Q3-16	AP16ACXXXXXX002	Not started	9/18/16	8/19/16
Report		AP1612-APPPQC005	Not started	11/7/16	8/9/16
Financial Report	AP1612-APPPQC005-FI-Annual-16	AP1612-APPPQC005	Not started	11/7/16	8/9/16
Report		AP1612-APPPQC005	Not started	11/2/16	8/4/16

4. On the **Claim** screen, review the claim using the **SF-270, Signature,** and **Attachments** tabs, and then click the **Please select an option** field in the **Decision** section.

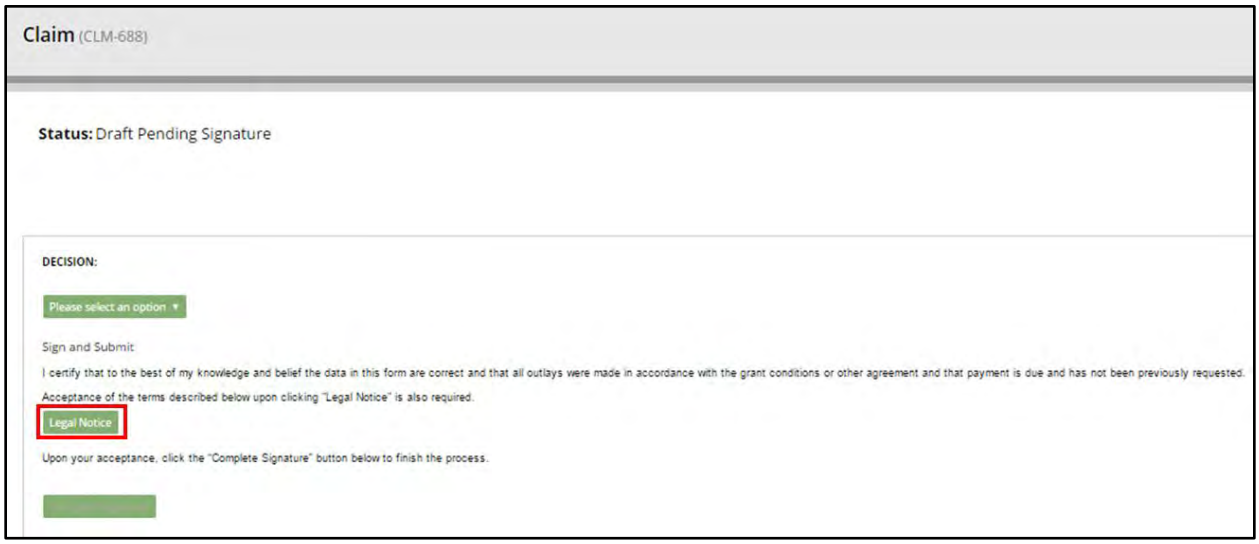


5. If the claim appears complete, correct, and ready to submit, click the **Sign and Submit** option on the **Please select an option** dropdown menu to proceed with digitally signing the claim and submitting it to the awarding agency.

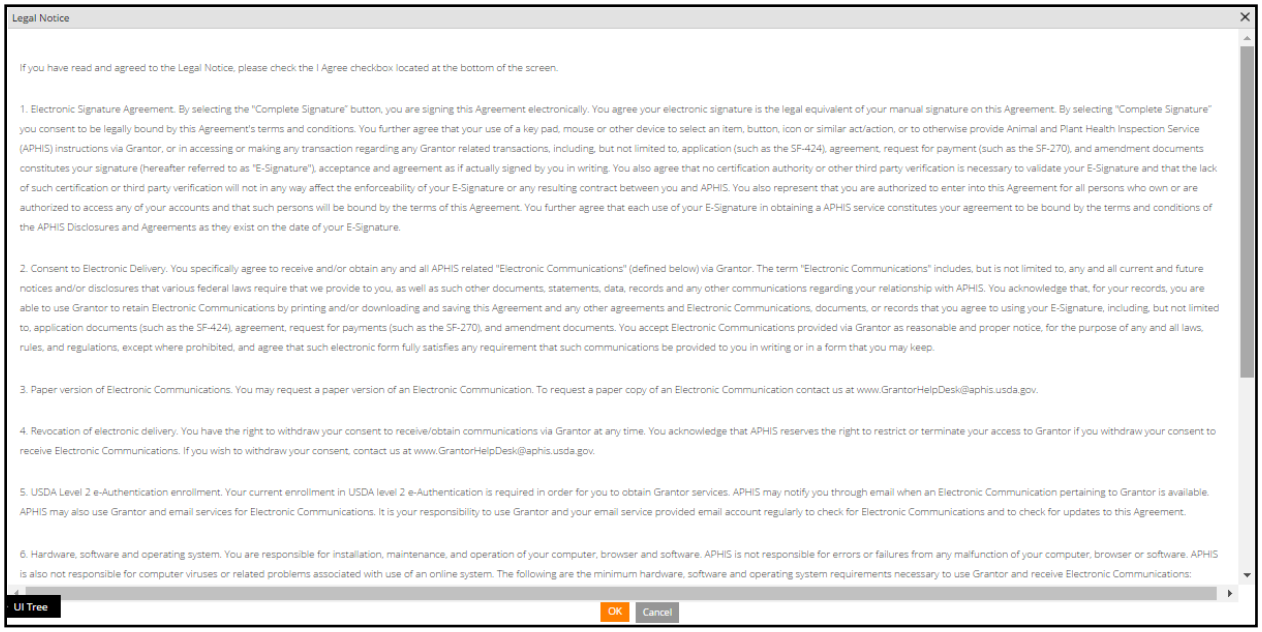
   Note: The **Return** option will return the claim to the claim creator for editing. The **Cancel** option will cancel and void the claim.



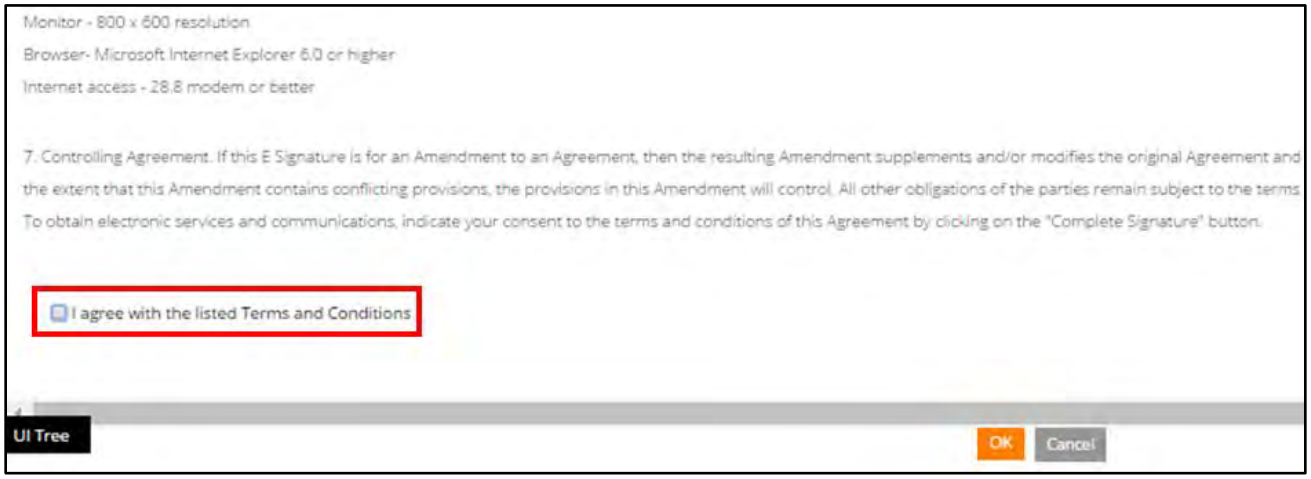
6. Once you select the **Sign and Submit** option, you must review and agree to the legal notice/terms and conditions before submitting the claim to your agency. To review and accept the terms and conditions, click the **Legal Notice** button. This will open the **Legal Notice** popup window.



7. Scroll along the **Legal Notice** popup window to review the terms and conditions.



8. Once you have reviewed the legal notice, scroll to the bottom of the **Legal Notice** popup window and click the checkbox to the left of the **I agree with the listed Terms and Conditions** statement.

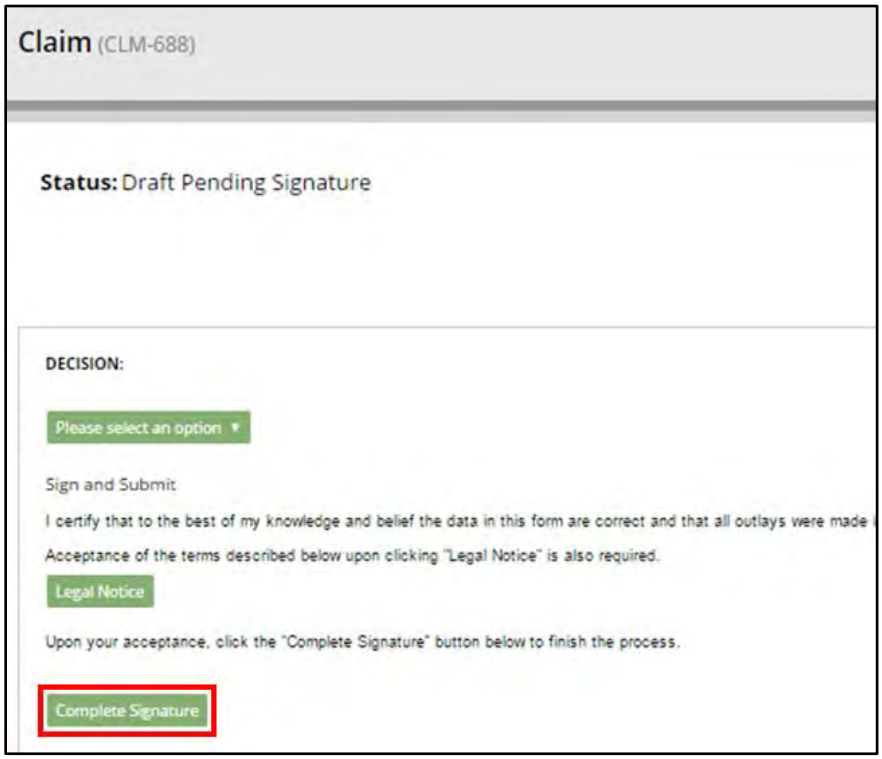


9. Click the **OK** button to submit your acceptance of the legal notice and proceed with claim submission. This will close the **Legal Notice** popup window.

10. Once you click the **OK** button, you will be returned to the **Claim** screen. Click the **Complete Signature** button to finalize your digital signature and submit the claim to your agency.

    If submission is successful, the system should display a confirmation message. Otherwise, you can confirm the successful submission by checking that the claim no longer appears on your worklist/actionable items list.

    You can also search for and view the claim itself to see that the **Status** field (at the top of the **Claim** screen) indicates that the claim has been submitted to the awarding agency.



Editing Claims

Although all users with either the Grants Administrative Officer (GAO) or Grants Processor (GP) role can create claims, once a claim is submitted to the Certifying Official or the awarding agency, the status of the claim determines who can edit or take action on the claim.

Draft Pending Signature

Once a claim is submitted to the Certifying Official, only the Certifying Official can take action on the claim. However, the Certifying Official **cannot** edit the claim.

If you need to edit a claim once it has been submitted to the Certifying Official, the Certifying Official must send the claim back by selecting the **Return** option when reviewing the claim.

You must return a claim in order to edit it, even if you are self-certifying your own claim.

Returned by Certifying Official

When a claim is returned by the Certifying Official, the claim creator and all GAOs will receive a work item and be able to edit the claim. All other users will not be able to edit the claim.

Returned by Awarding Agency

If you need to make changes to a claim after it has been submitted to the awarding agency, please contact the awarding agency so that your claim is not processed with incorrect information.

Alternately, the awarding agency may determine your claim requires editing during their internal claim review process and return the claim for editing.

When a claim is returned by the awarding agency, or “accepted pending edits”, the claim creator and all GAOs will receive a work item and be able to edit the claim. All other users will not be able to edit the claim.

Comments

Additional Information

Refer to the following additional materials:

- ezFedGrants External Portal Access Request Submission Job Aid
- ezFedGrants External Portal User Role Management Job Aid
- ezFedGrants External Portal User Role Definitions
- ezFedGrants External Portal Onboarding and Basics Job Aid
- ezFedGrants External Portal Search Functionality Job Aid

Version Control

Name	Date	Changes Made
April Murphy	9/20/2016	Initial document created
April Murphy	Feb/Mar 2017	**Comments:** Added version control table, added headings **Procedure:** Added subsection headings; Clarified information throughout **Throughout:** Improved 508 alt text and descriptions; Corrected referenced document and job aid titles throughout; Corrected document properties; Added bookmarks for 508 compliance
April Murphy	Apr 2017	**Purpose:** Prerequisites: Added information on which roles can create claims & being added as a partner on the associated agreement; Helpful Hints: Added helpful hint re: printing **Procedure:** Creating a Claim: Stage 3 – Attachments: Step 7: Added ***Note*** re: printing
April Murphy	May 2017	**Purpose:** Added warning; added TOC; changed formatting of Trigger; clarified Prerequisites; added Launch ezFedGrants link to Menu Path; Updated Helpful Hint re: roles that can create claims **Procedure:** Updated title of first subsection to Initiating Claim Creation; Creating Claim Stage 2 Step 1, 2, & 3: Clarified difference between CO & SO, clarified selecting a Certifying Official from the list of names, generally cleaned up text; Added "Editing Claims" section; Creating Claims Stage 3: Added PII information **Comments:** Corrected document title; Added External Portal Search Functionality
April Murphy	7/6/2017	**Purpose:** Added Helpful Hint re: dollar value per budget line item; dollar value per entire claim **Procedure:** Creating Claims – SF-270: Added intro re: pre-filled items; Added info to Step 7 re: dollar value of claim
April Murphy	7/31/2017	**Procedure:** Creating Claims – SF-270: Added info re: Certifying section of SF-270.
April Murphy	4/4/2018	**Purpose:** Clarified Prerequisite regarding conditions for starting a new claim.