

College of Agriculture and Life Sciences (CALs)
Business Operations

CBO Quick Guide

An Introduction to the CBO for New and Existing Employees

2021

NC STATE
UNIVERSITY

Table of Contents

1. CALS Business Operations.....4

2. CBO Website.....4

3. System Access Requests4

4. ServiceNow4

5. CBO Units5

6. Business Services Helpline7

7. Business Services7

7.1. Vendors.....7

7.2. Requesting a Purchase Order (PO).....7

7.3. Marketplace7

7.4. Deposits7

7.5. Purchase Card (PCard)8

7.6. Journal Vouchers (JV)8

7.7. Billing Requests.....8

7.8. Travel.....8

8. Budget Office9

8.1. Salary Distribution Change (SDC).....9

8.2. Hatch.....10

8.3. Allowability of Charges.....10

8.4. Phases10

8.5. Types of Projects10

8.6. State Fiscal Year End Close Out11

9. Contracts and Grants12

9.1. General Contacts.....12

9.2. Systems12

9.3. Pre-Award.....13

9.4. Post-Award14

10. ServiceNow14

10.1. Navigation.....14

10.2.	Knowledge Base	14
10.3.	Watchlist	14
10.4.	Responding	15
10.5.	Attachments	15
10.6.	Resolution Etiquette.....	15
10.7.	Check Status.....	15
11.	REFERENCES	16
12.	REVISION LOG	16

Virtual Quick Guide

Select the links below to view short video overviews on the topics listed.

General	Processes
CBO Overview Systems System Access Request (SAR) ServiceNow	Business Services Processes General Overview of Processes Requesting a Purchase Order (PO) MarketPlace Deposits PCards Travel Suppliers
Units	
Business Services Budgets & Planning Contracts & Grants	Budget Processes Salary Distribution Change (SDC) Hatch Allowability Phases Types of Projects State Fiscal Year End Close Out
	Contracts & Grants Processes General Contacts Pre-Award Post Award

1. CALS Business Operations

The CALS Business Operations (CBO) is the central business processing unit for the College of Agriculture and Life Sciences. Our team strives to provide efficient and effective customer service for faculty and staff, with a focus on solving problems and supporting projects and departments; while maintaining compliance with college, university, state and federal regulations.

This quick guide provides an introduction to the three main units within the CBO—Business Services, Budgets & Planning, Contracts & Grants—and the services each provides to CALS.

2. CBO Website

The [CALS CBO website](#) is a useful resource for any employee. It serves as a hub for news, updates, contact information, documents and forms, and training information. There is also a space to sign up for the CALS CBO newsletter.

- [Contacts by CALS Department: Matrix of CALS departments and the appropriate CBO contact by Unit](#)
- [Documents and Forms: Listing of relevant documents and forms per business area](#)
- [Training Resources: Training materials and presentation slides on frequently used business systems and processes](#)
- [Standard Operating Procedures \(SOPs\): Documents and introductory videos on standard business processes](#)
- [Newsletter: Monthly newsletter providing business updates, resources, and staff changes](#)

3. System Access Requests

The System Access Request (SAR) system is utilized by the College to provide employees access to the enterprise systems needed to perform their job functions. Should an employee have questions about how to get access to a specific system, he/she should speak with their department/units assigned Business Points of Contact.

4. ServiceNow

ServiceNow is our CBO incident management system. It is used for financial document submissions and transactions, questions and issues for the CBO, and grant management. ServiceNow allows CBO customers to track their submissions to see where they are in the process as well as provide historical documentation of their submission. Please see Section 9 of this document for more information on how to use ServiceNow.

5. CBO Units

Unit		Services
Business Services	Helpline	Program Associates answer and respond to queries that go to the CBO Helpline. Each program associate is aligned with specific business program areas (e.g., PCard, Accounts Payable, Travel, etc.) to aid in the processing and resolution of specific business transactions.
	Accounts Payable	Accounts Payable is responsible for processing and/or approving financial transactions for the college, Interdepartmental Journals and Journals Vouchers, Vouchers, Requisitions and Marketplace. Accounts Payable uses a document intake system, ServiceNow, to receive, track and manage documents/transactions submitted for processing. Transactions are reviewed for allowability, budget allocation, and compliance to State, Federal and Sponsored Programs Guidelines.
	Accounts Receivable	Accounts Receivable is responsible for processing cash and check deposits and appropriately route funds to University Cashier's Office or NC Agricultural Foundation. Accounts Receivable processes Interdepartmental Transactions (IDS or IDBs) and Billing on behalf of the college to external businesses and collection activities to secure payments.
	PCard	PCard Reconcilers assist departments with allocating pcard expenditures to the appropriate account code and project/phase and ensure appropriate supporting documentation is attached to each transaction with adherence to State, Federal and Sponsored Programs Guidelines.
	Travel	Travel Approvers review and approve travel authorizations and travel reimbursements through PeopleSoft with adherence to State, Federal and Sponsored Programs Guidelines.

Unit	Services
Budget Office	The Budget Office assists departments with budget projections and spending plans for their diverse budget portfolios which include: state and federal appropriations, distance education, sales and service, Education and Technology Fees (ETF), Facility and Administration (F&A) funds, restricted trust funds, discretionary funds, and endowment investment income.
Contracts and Grants (C&G)	Contracts & Grants consists of two groups: Pre-Award and Post Award. These groups work with CALS faculty, students and staff on the Pre-Award submission of proposals and agreements, and the Post Award administration of contracts & grants awarded to NC State University's College of Agriculture and Life Sciences, including financial administration, effort reporting, and financial regulation compliance.

6. Business Services: Helpline

Program Associates serve as the main point of contact between CBO and our business partners helping to answer any questions you may have. Each business function (E.g., Travel, PCard, General Accounting) has an assigned Program Associate that is available to provide guidance. Program Associates can be reached by telephone at 919-515-4CBO (4226) or by email at cbo_help@ncsu.edu.

- [Contact a Program Associate](#)

7. Business Services

Business Services is responsible for processing all financial transactions in support of the following functions: Travel, PCard, Journals, Vouchers, Requisitions and Marketplace. Transactions are reviewed for allowability, budget allocation, and compliance to State, Federal and Sponsored Programs Guidelines.

7.1. Suppliers

A Supplier is an entity that provides goods and/or services to the College. The College has policies in place that allow for Suppliers to add or update within the Supplier Center in order for a Supplier to receive payment.

- [CAL SOPS](#) > Business Services > Supplier Setup and Maintenance SOP

7.2. Requesting a Purchase Order (PO)

POs are required for payments to Vendors for goods or services \$5,000 and over. POs must be set up prior to purchase.

- [Purchasing Decision Chart](#)
- [Submitted process workflow](#)
- Documents to submit with invoice
 - Invoice with PO number
 - Date goods were received or service was completed

7.3. Marketplace

The Marketplace is a web-based, self-service, e-commerce tool. Buyers can shop for items, create requisitions, submit for approval, and transmit orders to vendors electronically.

- How to receive an order: When orders are placed through the Marketplace platform, each item must be received in the system to complete the order.
- Computer purchases: All computer and laptop purchases must be made through Marketplace to ensure we comply with the [UNC Combined Pricing Initiative \(CPI\)](#).

7.4. Deposits

Revenue can be deposited into an eligible receipt, foundation, or gift project with appropriate University forms. For cash deposits, please bring cash to Patterson Hall G11 (Accounts Receivable) and request a receipt.

- [CBO Documents and Forms](#) > Accounting Services > Submitting Documents to CBO Checklist

7.5. Purchase Card (PCard)

The PCard program allows for authorized individuals to purchase goods and services for their department. A Cardholder is expected to follow all guidelines and regulations established by the University.

- [Material Management—PCard](#): Visit this site to apply for a PCard, register for training in order to be eligible for a PCard, or to view deadlines for monthly statements.
- [CAL SOPS](#) > Business Services > PCard Application and Maintenance SOP
- [CAL SOPS](#) > Business Services > PCard Reconciliation Process SOP
- [CAL SOPS](#) > Business Services > PCard Statement Approval Process SOP

7.6. Journal Vouchers (JV)

JVs are used to move funds to/from projects that have been identified as being placed on the incorrect project/phase.

- [CBO Documents and Forms](#) > Accounting Services > JV/IDJ Request Form
- [CBO Documents and Forms](#) > Accounting Services > Submitting Documents to CBO Checklist

7.7. Billing Requests

Billing requests are used to record the sale, or the refund of a previous sale, of a product or a service between different University projects and/or non-University businesses.

- [CBO Documents and Forms](#) > Accounting Services > CBO Interdepartmental Sales Request/Off Campus Billing
- [CBO Documents and Forms](#) > Accounting Services > Submitting Documents to CBO Checklist

7.8. Travel

An employee traveling on official state business is expected to exercise the same care in incurring expenses that a prudent person would exercise if traveling on personal business and expending personal funds. Excess costs, circuitous routes, delays, or luxury accommodations and services unnecessary, unjustified, or for the convenience or personal preference of the employee in the performance of official state business are prohibited.

a) Travel Authorizations

Travel authorizations are required for employees and nonemployees when traveling on behalf of the University for business-related travel.

- Employee: Employees must submit a Travel Authorization and have Department Head approval for overnight travel expenses. Specific expenses require special authorizations for overnight travel including lodging and meals, excess lodging rates, excess meals for out-of-country travel, business class fare for international overseas flights, vehicle rental, use of a private vehicle, and attendants for handicapped employees.
- Non-employee: Travel by non-employees must be agreed to in advance by the traveler and the Department Head or designee as to services to be provided by the traveler and the travel expense commitment made by the department. This is accomplished by a personal service contract, e-mail or a letter explaining the service and commitment, or by using the Non-Employee Travel Authorization Form (AP104).
 - [CBO Documents and Forms](#) > Travel > AP104 Non-Employee Travel Authorization

b) Travel Reimbursements

All travel reimbursement requests must be filed for approval within 30 days after the travel period. Travel reimbursement requests filed 60 or more days after the travel end date must have a documented valid justification.

- Travel Advance: Travel advances, are available to permanent and temporary employees who have not been issued PCard and also available for visitors and students when a University PCard cannot be used and one of the following conditions exists: a trip exceeds 30 days; a trip for out of country travel; a visitor, student, or volunteer whose documented travel needs exceed \$50; or group or team travel.

8. Budget Office

The Budget Office is responsible for appropriate use and allocation of all funds granted to the College.

8.1. Salary Distribution Change (SDC)

An SDC adjusts the salary allocation of employees over various funding sources. Typically an employees' distribution is set at time of hire. However if a change in effort occurs, a form must be completed and submitted through ServiceNow. The SDC Form will route to the appropriate person in either C&G or the Budget Office depending on the impacted projects and timeframes.

Your Business POCs can assist with any salary allocation adjustments but please reach out to [your Budget Consultant](#) if you have additional questions.

- [CBO Documents and Forms](#) > Budgets > Salary Distribution Change (SDC) Form

8.2. Hatch

In 1887, the Hatch Act was created to authorize federal formula funding supporting research in agriculture, food/nutrition and related fields at land grant institutions such as NCSU. Hatch research projects offer a unique overview of a faculty member's research at NCSU. CALS faculty who have a research appointment of 15% or greater are required to submit a five year plan of research and maintain the required annual progress reports via the [REEport portal](#). The funding from the Federal government, in large part, goes to support faculty salaries. For additional information or clarification, please contact [Budget Office personnel](#) responsible for Hatch reporting.

8.3. Allowability of Charges

The CALS Allowable Expenditure Reference Guide shows the allowability of expenses on our different types of funds. Keep in mind that this is not an exhaustive list but covers most of the common items we typically have questions about. If you have additional questions please contact [your Budget Consultant](#).

- [CBO Documents and Forms](#) > Budgets > Allowable Expenditure Chart

8.4. Phases

Phases are 5 digit numbers attached to projects in WRS. Generally, phases are related to approved Hatch projects. They can be associated with multiple project codes and can be used to track expenses. If you have additional questions related to phases and how they are used, please contact the [Budget Specialist](#).

8.5. Types of Projects

- Academic: Ledger-2 funds in the range of 200000-229999 used for expenses related to teaching including regular term, summer school, and distance education. Any unused funds at the end of the fiscal year are returned to the college and university.
- ETF: Funds that begin 361XXX used for educational and technology related expenses including classroom and technology needs related to the student experience. Any unused funds towards the end of the fiscal year are returned to the college for larger college-wide initiatives.
- F&A (Facilities & Administration): Funds generated from the overhead charged to

grants. A portion of that overhead is retained by the college and dispersed to the Principal Investigator's (PI) that generated the funds. F&A have significant flexibility in how they can be spent and unused balance can rollover from year to year.

- Research: Ledger-4 funds in the range of 400000 - 439999 used for expenses related to research endeavors. There are both state and federal appropriated funds that fall within this project range.
- Extension: Ledger-4 funds in the range of 440000-499999 used for expenses related to Extension activities. There are both state and federal appropriated funds that fall within this project range.
- Foundation: Ledger-6 funds provided from foundations that can usually be used at the discretion of the department as long as it is within the bounds of what the project was established for.

8.6. State Fiscal Year End Close Out

The state fiscal year is July 1-June 30. Any individual with an ongoing project would need to ensure projects are not overspent and the expenditures are allowable and appropriate for that funding source. Please contact the [Budget Office personnel](#) for assistance with this process.

- a) The CALS State Fiscal Year 20xx Close Out Schedule references the year end deadlines for the CBO. Please note that CALS year end calendar differs from the University's year end calendar because of our centralized business model which requires additional steps in the approval process. All CALS transactions have to follow the CALS year end calendar.
 - [CBO Documents and Forms](#) > Budgets > CALS 20xx Close Out Schedule

9. Contracts and Grants

Contracts & Grants works with faculty and students to handle the management of sponsored research funding with specific terms and conditions.

9.1. General Contacts

- [CALs Contracts & Grants](#): C&G is the first point of contact for proposals and award management related items. Pre and Post Award teams are assigned by department and/or Principal Investigator with items relating to TEARS (The Employee Activity Reporting System), effort reporting or cost share handled by a two person team.
 - To learn more about CALs C&G: [CALs C&G Information Session](#)
 - To find out who to contact please visit the [CBO Contacts by Department](#) and [Grant Account Managers](#). Additionally there are three general email accounts:
 - Pre Award related items: cals_preaward@ncsu.edu
 - Post Award related items: cals_cgadmin@ncsu.edu
 - TEARS, effort reporting and cost share related items: group-calscst@ncsu.edu
- [CALs Proposal Developer](#): Assists CALs faculty with proposal planning and development in conjunction with CALs C&G Pre Award Team.
- Sponsored Programs And Regulatory Compliance ([SPARCS](#)): The University office that guides researchers and research staff through the proposal and award process, including subawards (both out-going and in-coming), testing/fabrication agreements, grant agreements, and industry agreements. SPARCS provides education and resources to help you maintain research compliance.
- [University Contracts & Grants](#): The Office of Contracts and Grants is responsible for Post-Award administration of contracts and grants awarded to NC State University, including all financial reporting, financial administration, effort reporting, and financial regulation compliance.
 - [Training Reference Guides](#)
- Office of Research, Innovation & Economic Development - [Research Education Intranet](#): A comprehensive resource that provides links to in-person training sessions, eLearning, and Webinars.

9.2. Systems

- [Project Information Navigation System \(PINS\)](#): PINS is an electronic system used to track proposal data and to verify approvals from all faculty and administrators involved in submitting a particular proposal. The use of the PINS system is a required part of the submission process for all proposals submitted by all university faculty.
- [Research Administration Data And Reporting \(RADAR\)](#): University database system for monitoring and recording all submitted proposals and award actions. In addition, this

- system provides standardized reports and users can run queries on sponsored activity.
- [Wolfpack Reporting System \(WRS\)](#): Financial system used to track expenditures applied to funding sources / ledger accounts including ledger 5 or grant projects. Important tool in managing your grant.
 - [WRS User Guide](#)
 - [Quick Reference Guide](#)
 - PI Portal: The PI Portal provides a listing of each PI's projects (active and inactive), alerts, and project specific information.
 - [Quick reference access guide and important tool in managing grants](#)
 - [Overview and user manuals](#)
 - Project Modification Request (PMR) system: Types include—Budget Modifications, PI changes, Pre-Award cost, deobligation of funds, carryover request, and other changes to an awarded project over the course of the project's life. Access via MyPack Portal.
 - [Overview and user manuals](#)
 - [TEARS](#): Managed by University C&G. Uniform guidance states that we must have a method to document all effort, whether treated as direct or F&A, for sponsored agreements. It also states that we must certify this effort after-the-fact. At NC State University we use the “Plan-Confirmation” method. Please contact the CALS TEARS/Cost Share Coordinators with any questions: calscst@ncsu.edu.

9.3. Pre-Award

- [Proposal development guide](#): Includes your role and the development process, match goals of proposal to goals of sponsor, search for grant opportunities, read the Request for Proposal (RFP), and workable project plans.
- [SPARCS' website](#): Discusses funding and covers internal funding, inter-institutional, limited submission, external funding, scholar awards, and InfoEd SPIN (funding database).
- NCSU policies and rates relating to various aspects of proposal development:
 - [CALS Internal Budget Template: located under Contracts & Grants, then Pre-Award](#)
 - [Fringe Benefits / Detailed Fringe Benefit Components](#)
 - [Tuition](#)
 - [Indirect Costs](#)
 - [Cost Sharing](#)
- [Research Education](#): Webinars and eLearning courses,
- Requirements relating to [including subaward sites](#) in proposals and awards. Once awarded, the issuance of a subaward is initiated by a PMR request submitted by the PI/Post Award Consultant (PAC).

9.4. Post-Award

- [Post Award Consultant Contact](#): CALS internal system that helps locate the post award consultant assigned to assist you with the management of your grant/research portfolio. You may use this link to search by project number or by PI last name (Last Name First Initial) for a list of all projects. General questions for Post Award can be sent to cals_cgadmin@ncsu.edu.
- Segments: Segments are established to separately account for expenditures related to a project. They can be requested via PMR depending upon the Sponsor and type of project. The process starts by reaching out to your assigned Post-Award Consultant.
- Cost Share: Per SPARCS, cost sharing is a phrase used to indicate that more than one sponsor will share in the costs associated with a project. The most common relationship is for an external sponsor to provide most of the funds and for the University to provide the remainder of the project funds. Matching is a form of cost sharing that generally defines a specific ratio of sponsor and University dollars. This type of cost share is usually an eligibility requirement stated in the RFP and is most often provided from institutional resources. Cost sharing and matching are nearly synonymous and are often used interchangeably. Please contact the CALS TEARS/Cost Share Coordinators with any questions: calscst@ncsu.edu.
 - [Cost Sharing definition](#)
 - [Cost Sharing and Effort Reporting](#)

10. ServiceNow

1. Navigation

ServiceNow can be found on the [CBO website](#). The icon is on the lower right side of the page with a wolf photo. Click on it to open ServiceNow.

2. Knowledge Base

The Knowledge base is an index of CBO “how to” processes. Here you will be able to find how to perform certain procedures and the requirements. To access Knowledge base log in to ServiceNow and click on the Knowledge base icon.

3. Watchlist

Other people can be included on receiving notifications to your incident. They will not be able to comment on the incident but will be receiving notifications along with the caller and whoever the incident is assigned to.

- To add someone to the watchlist:
 - Open the incident you’d like to add them to.
 - Scroll down to the “Notes” section.
 - At the top of that section, you will see “watchlist” on the left side of the page.

- Click on the small lock icon. When you do, a drop down box will open. You can begin to type the person's name you'd like added to the watchlist.
- Once you have added the people you want on the watchlist, again click the lock icon. You will now see the drop down box disappear and the list of people that you have added to the words "watchlist."

4. Responding

It is very important to respond to the ServiceNow incidents either from your email or directly from within ServiceNow. Please do not filter these emails out of your inbox as they are requesting time sensitive information that may delay processing of your transaction if not addressed. If you receive a notice in your Gmail inbox about your incident, please click the blue hyperlink either at the bottom or top of the page that states the incident number (ex. INC1234567). This will take you directly into ServiceNow and open that incident. You can respond from there. If you are already in ServiceNow, you can search at the top of the page by number and enter in the incident number that you'd like to respond to.

5. Attachments

To attach documents to your ServiceNow incident:

- When in an incident, click the paperclip icon at the top right side of the page.
- Once you click this, a box will appear. Select "Browse" and find the file you'd like to attach and click it.
- You will now see the file appear within that box. Click the button on the right hand side of the box that says "Attach." If this step is not completed, the files will not be attached to the incident.
- Once the file has been attached you will see all attachments listed at the bottom of the box. If your file is not listed there then it has not been attached.
- When finished with attachments, please click the "X" in the top right corner to close that window.

6. Resolution Etiquette

- If your incident within ServiceNow has been resolved to your satisfaction and has been marked "resolved," do not respond to the notice that you receive stating it has been resolved. If you respond, it will reopen the incident.
- If your incident within ServiceNow has not been resolved to your satisfaction, you have 5 days to respond to that incident and reopen it. If you do not respond, that incident will be marked "Closed" and cannot be reopened.

7. Check Status

You can check the status of your incidents in ServiceNow to see where they are during

processing. To do this, login to ServiceNow and click the “Check Status” button under the orange “Get Help” section.

11. REFERENCES

1. Abbreviations and Definitions- <https://cals.ncsu.edu/intranet/cals-business-operations/abbreviations-and-definitions/>
2. CALS Training- <https://cals.ncsu.edu/intranet/cals-business-operations/training-resources/>
3. CALS SOPs- <https://cals.ncsu.edu/intranet/cals-business-operations/cbo-sops/>

12. REVISION LOG

Date	Version	Nature Of Change	Author
	Draft 1.0	Initial Document	