

**Workforce Innovation & Opportunity Act (WIOA) Grantee  
Frequently Asked Question (FAQ)  
June 4, 2015**

**Table of Contents – Reference Guide**

1.	ACL-ED Notice of Award Funding Discrepancy .....	1
2.	Assistive Technology One Year Carryover.....	1
3.	Funds Expended Before ACL Project/Budget Period Start Date of April 1, 2015 .....	1
4.	GrantSolutions: Account Access .....	2
5.	GrantSolutions: Account Set-Up .....	2
6.	Notice of Award (NoA) Needs Correcting .....	3
7.	Payment Management System (PMS) Account Access .....	3
8.	SF-425 (Pre- and Post-April 1, 2015).....	4

1. ACL-ED Notice of Award Funding Discrepancy

**QUESTION:** What should a grantee do if they are experiencing any issue involving a discrepancy in the grant award funding amount or other budget-related issue; any issue involving a grant award to an incorrect organization, or any unresolved issue?

**ANSWER:** Grantees should email their ACL Project Officer. The ACL Project Officer will either respond to grantee requests for assistance directly or refer the issue within ACL as appropriate.

2. Assistive Technology One Year Carryover

**QUESTION:** When you open the attached Notice of Award (NOA), the dates read that the award is through 9/30/2015. Previous awards have always provided AT Act Program grantees with a one year carry-over. Is the carry over to 9/30/2016 covered by the opening statement in the Remarks section (box 12 of the NOA)? [This section says, *“All terms and conditions previously identified in the Department of Education award number referenced in box 4 remain in effect unless rescinded or superseded by the Notice of Award (NOA) for the remainder of the budget period listed in box 7”*.]

**ANSWER:** Yes. All terms and conditions previously identified in the Department of Education award number (referenced in box 4) remain in effect unless rescinded or superseded by the NOA for the remainder of the budget period listed in box 7.

3. Funds Expended Before ACL Project/Budget Period Start Date of April 1, 2015

**QUESTION:** We understand that the start date of the new NOA is April 1, 2015. During the transition period we were closing out FY 14 and transitioning to the FY 15 award at the same time, and some expenses hit prior to April 1. Therefore, the first draw down will include some

expenses prior to April 1. For auditing purposes, can the grantee include these expenses in our first draw down?

**ANSWER:** Yes, your expenses will be covered. The grantee should do an accounting level adjustment entry to cover the expenses incurred under either award.

4. GrantSolutions: Account Access

**A. QUESTION:** How do I find out who in my organization has an account set up in GrantSolutions?

**ANSWER:** Contact the GrantSolutions Help Desk on (202) 401-5282 or (866) 577-0771 or Email: [help@grantsolutions.gov](mailto:help@grantsolutions.gov) .

**B. QUESTION:** How does a grantee request a password reset when they have not received a temporary password yet?

**ANSWER:** Contact the GrantSolutions Help Desk on(202) 401-5282 or (866) 577-0771 or Email: [help@grantsolutions.gov](mailto:help@grantsolutions.gov) to submit a new request for a password reset.

5. GrantSolutions: Account Set-Up

**A. QUESTION:** Is there a limit to the number of people that can have access to GrantSolutions and/or specific grants?

**ANSWER:** There is no limit to the number of people from the grantee organization that can request access to GrantSolutions. There are user roles identified on the [Grantee User Account Registration Form](#). The grantee organization determines who should have access to GrantSolutions and which role(s) they should be assigned. According to the [GrantSolutions web site](#), “All account requests must be made by the prospective user’s supervisor or other authorized organization official... Email all required documents to the GrantSolutions Help Desk at [help@grantsolutions.gov](mailto:help@grantsolutions.gov) or fax to (301) 998-7272. Please note we cannot accept emails to the Help Desk over 5 MB in size. If you have questions, please call the Support Desk at (202) 401-5282 or (866) 577-0771.”

**B. QUESTION:** How can a grantee set up access to GrantSolutions?

**ANSWER:** Information about setting up a new grantee account in GrantSolutions is available in the “[Getting Started — Request a User Account](#)” section of the GrantSolutions web site. If you need additional assistance, please contact the GrantSolutions Help Desk on (202) 401-5282 or (866) 577-0771 or by Email at [help@grantsolutions.gov](mailto:help@grantsolutions.gov). If you need further assistance, please contact your ACL Program Officer).

- C. **QUESTION:** Are there any standards regarding how soon GrantSolutions completes requests to set up accounts?

**ANSWER:** [GrantSolutions Center of Excellence \(COE\)](#) has staff dedicated to setting up accounts in the system. Our expectation is that they will do the set up as quickly and efficiently as possible. Please be aware that, depending on the receipt of grantee request forms and volume of requests, COE can take anywhere from one day to several weeks based on what is in the queue. If a grantee has an action that has been waiting and needs to be acted on, they should contact their ACL Project Officer.

6. Notice of Award (NoA) Needs Correcting

**QUESTION:** How does a grantee request to make account changes such as change address, phone number, organization name, AOR name, etc.?

**ANSWER:** The grantee should submit request for change(s) using GrantSolutions. **NOTE:** Grantee requests for amendments (changes) must be submitted and executed prior to ACL issuing a funded action (e.g. non-competing continuation award). The following steps outline the process taken by the grantee, program staff, and grant specialist:

- a. Grantee logs into GrantSolutions, which shows all ACL grants managed by a grantee.
  - i. Next to the specific grant that requires updating, select “Manage Amendment.” From “Manage Amendment” screen, select “New.”
  - ii. Fourteen amendment types will appear on screen, with a radio-dial button next to each one. For the purpose of these updates, grantees should select from one of the following 4 options:
    - ACL Change PI/PD Info
    - ACL Change in AOR (Authorized Organizational Representative)
    - ACL Change in Grantee Address
    - ACL Change in Institution Name or EIN (Not Both)
  - iii. Select appropriate “amendment type.” A Grantee may need to submit more than one amendment request depending on their specific circumstances;
  - iv. Follow GrantSolutions instructions until complete, Amendment Number provided and grantee file shows Amendment has been “Submitted (Post Award).”
- b. Project Officer will receive notification from GrantSolutions that grantee’s amendment request has been submitted through GrantSolutions.
- c. ACL grant staff will review and process from there. Grant staff will follow up directly with grantee if they have any questions about the changes.

7. Payment Management System (PMS) Account Access

- A. **QUESTION:** What should a grantee do if they are unable to draw down funds from the Payment Management System (PMS)?

**ANSWER:** First, the grantee should confirm that they have received an ACL Notice of Award and set up a PMS account using a specific ACL Notice of Award. If necessary, the grantee should work with the [PMS Help Desk](#) to resolve issues. If the grantee is unable

to resolve the issue, they should contact their ACL Project Officer. Payment Management System (PMS) Account Set-Up:

B. **QUESTION:** How does a grantee set up a Payment Management System (PMS) account?

**ANSWER:** To register for a PMS Account, you must complete the [SF-1199A form](#) and the [PMS Access Form](#), and send the originals to PSC. Some of the information needed for these forms is included on your ACL Notice of Award (NoA). If you need additional assistance setting up your account, please contact the [PMS Help Desk](#) on (877) 614-5533 or by Email at [PMSSupport@psc.gov](mailto:PMSSupport@psc.gov). The PMS Help Desk assistance includes, but is not limited to, responding to questions regarding the PMS application and assisting users having difficulty navigating through PMS application system menus and processes plus other things.

8. SF-425 (Pre- and Post-April 1, 2015)

**QUESTION:** We incurred grant related costs in February and March 2015 for which we have not been reimbursed. How do we report these grant related costs? How can we be reimbursed for these funds?

**ANSWER:** Any grant related expenses incurred under either agency cannot exceed the amount of the total funds authorized for your award. You will need to ensure that your book keeping records have the correct journal/general ledger entries and/or adjusting entries, as appropriate, and submit SF425 reports for those balances.