



HOW TO MANAGE YOUR NEA AWARD and eGMS REACH HANDBOOK

FOR RECIPIENTS OF GRANTS AND COOPERATIVE AGREEMENTS
TO ORGANIZATIONS ISSUED AFTER OCTOBER 1, 2017

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The *How to Manage Your NEA Award Handbook and eGMS REACH* (the "Handbook") is a companion piece to other National Endowment for the Arts (NEA) award materials, including, but not limited to, the *General Terms & Conditions*, payment and reporting forms, and associated instructions for awards made after October 1, 2017. The NEA Office of Grants Management staff is available to assist you with all aspects of managing your award; however we strongly encourage you to review this information in its entirety before contacting us.

Award recipients are responsible for understanding and complying with all of the terms and conditions associated with their National Endowment for the Arts award.

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BASIC AWARD ADMINISTRATION

The National Endowment for the Arts (NEA) Office of Grants Management is the only office authorized on behalf of the Chairman to make awards, approve changes, and review and approve payments and reports. You may have worked with discipline staff on application issues, but once an award is made, all formal award-related communication and documentation must come directly to the Office of Grants Management, in most cases using **eGMS REACH**. Sending material to any other NEA office will delay the review and processing of your request.

1. Working with the Office of Grants Management and Introduction to eGMS REACH

We are pleased to announce the NEA's new online awards management system called **eGMS REACH** (REACH). Individuals associated with a recipient organization receive REACH access instructions with the offer and/or award notifications.

Through REACH, you can:

- View official award documents including the offer (in most cases), the Notice of Action, the reporting requirements, and other important information.
- Submit payment requests, change/amendment requests, and Final Report documents and see their various statuses (e.g., under review, approved).

You can log into REACH with your User ID and password in two ways:

- directly via <https://grants.arts.gov/eGMS-Reach/Login.aspx> or
- through the **Manage Your Award** section of the NEA website.

A REACH account is assigned to a specific individual and are non-transferrable. You must not submit documents or correspond using someone else's REACH account. Current award participants can request a REACH account for new personnel by selecting "We Need to Update People on this Award" from the Change Requests tab. REACH accounts will be closed if used by unauthorized personnel for security purposes.

If you have a specific question about your award, the best way to contact the Office of Grants Management is via the REACH Message Tab within the appropriate award. For more general questions, please contact us by email at grants@arts.gov. Provide your award number so we can access your award information quickly.

Unless otherwise directed, do not call or email a specific Office of Grants Management staff member. Inquiries and payment requests are routed to the first available staff member, and using REACH helps us ensure that your questions are answered as quickly as possible.

You may also go to <https://www.arts.gov/grants/manage-your-award> for access to instructions, forms, and templates.

2. Your Award Notification

Awardees are notified of an award via an email with the subject line (example is for a grant, a cooperative agreement is similar):

National Endowment for the Arts: AWARD XXXXXXXX-XX-XX to Your Organization

The email will direct you to REACH to view the official award documents.

READ YOUR AWARD DOCUMENTS CAREFULLY. You are responsible for understanding and complying with all of the legal, financial, and administrative policies and requirements pertaining to your award. Your award documents include:

2.1 Chairman's Award Letter

This is a congratulatory letter from the Chairman of the National Endowment for the Arts or delegate.

2.2 Official Notice of Action

This is your official award document. You do not need to co-sign the Notice of Action to accept the award.

Submission of a request for funds (payment request) constitutes your agreement to comply with all the terms and conditions of the award. Your Notice of Action contains important information, including:

- **Type of Action Taken.** This includes the **Date of Action** and **Award Date**. The type of action is an award and the date of action and award date are the same in most cases.
- **Federal Award ID Number (FAIN).** Your NEA grant number or cooperative agreement number for your project. Include it on all award-related communication.
- **Award Recipient and DUNS.** The legal name of the official awardee and their DUNS number.
- **Award Period.** The approved period of performance indicating the project start date and end date. All approved project activity, whether supported with NEA funds or recipient cost share (match), must take place within this time frame.
- **CFDA Number (Catalog of Federal Domestic Assistance).** The CFDA tracks award programs in the federal government and assigns each a specific number. The NEA has two active CFDA numbers:
 - 45.024 Promotion of the Arts - Grants to Organizations and Individuals
 - 45.025 Promotion of the Arts Partnership Agreements
- **Project Description.** A brief description of the project as supported by the NEA.
- **Grant Program and Office.** The guidelines/opportunity under which you applied and the discipline.
- **Award Amounts.** There are three lines here: (1) amount of federal funds obligated by this action, (2) total amount of federal funds obligated, and (3) total amount of the federal award. In most cases, these all will be the same amount. Your award amount = Total Amount of the Federal Award.
- **Recipient Contacts.** Official participants on the award with access to REACH. Usually, this is the authorizing official, project director, and grants administrator/contact person.
- A link to and description of the **NEA's General Terms & Conditions (GTCs)** for your award, the cost sharing requirements, and contact information for the NEA's Office of Grants Management. The GTCs outline your responsibilities as an award recipient. They should be reviewed by program and financial staff at your organization. It is important to remember that:
 - The GTCs are based on federal statutes, government-wide requirements for all federal financial assistance awards, and the NEA's own legislation and policy.
 - You are responsible for understanding and complying with all of the legal, financial, and administrative requirements outlined in the GTCs.

2.3 Terms & Conditions / NEA - Important Information.

This document focuses on applicable specific terms and notes that pertain to the approved project budget. Note: If a specific term or requirement conflicts with information provided in the GTCs, the specific term takes precedence. Examples of Specific Terms may include the requirement to:

- Comply with the National Historic Preservation Act by undergoing a Section 106 Review
- Provide in-kind documentation when requesting payment, when needed to meet the required cost share
- Submit Institutional Review Board (IRB) clearance

2.4 Award Reporting Requirements

This document details your award's required final reports and their due dates. This document will also specify the work product if one is required.

Cooperative Agreements may also include other reporting requirements tied to specific project milestones.

3. Requesting Award Funds

You will use REACH to submit your request for NEA funds, which are issued via ACH (Automated Clearing House) transfer. Award funds are NOT automatically disbursed, nor do we issue checks. Carefully read the **instructions** for completing and submitting your request.

To help us process your request as quickly as possible, ensure your registration and banking information is correct and up-to-date in **SAM.gov** before submitting the request. We cannot release funds if your SAM.gov registration is expired or if SAM.gov shows that your organization has delinquent federal debt subject to offset.

Note: The NEA has partnered with Enterprise Service Center (ESC), a division of the US Department of Transportation's Federal Aviation Administration (FAA), to process payments. Payments will be issued to the bank account in your entity's **SAM.gov** account. If there are questions regarding your organization's SAM.gov account or banking information you may receive an email from ESC. ESC's emails are sent from **@faa.gov address**.
[Updated 5/1/18]

3.1 Verify that your banking information is correct in SAM.

NEA payments will be made to this bank account. If the banking information changes, you must

- (1) update it in SAM before requesting payment and
- (2) add a note in the Progress Report field (see 3.3 below) that SAM has been updated with new bank information.

3.2 Submitting Payment Requests in REACH

Log into your REACH account and select the correct award. Go to the award's **Payment tab** and click the **Add Payment Request** button to complete the online payment request. Instructions for completing the form are available by clicking the button "View Payment Request Instructions" at the top of the form.

3.3 Progress Report

The progress report section of the payment request must be completed the first time the cumulative amount requested exceeds two thirds (2/3) of the NEA award amount. The progress report must include a description of grant supported activities that (1) have been undertaken since the grant period start date, and (2) are scheduled for the remainder of the grant period.

3.4 Tips for Preparing Your Payment Request

Reimbursement requests must be based on actual, documentable expenditures corresponding to the approved project budget. Do not reiterate your approved project budget and do not include unallowable costs in your total project outlays.

Each payment request is cumulative. If you are requesting payments in installments, your reported project outlays should include those reflected on previous requests. Your request should also include any NEA funds that have already been drawn down.

Recipients on an alternative method of payment (which would be noted as a Specific Term in your Terms & Conditions/NEA – Important Information document) must contact the Office of Grants Management at grants@arts.gov for guidance before submitting initial payment requests.

3.5 How Often Can I Request Funds?

Some recipients request funds in one installment, while others request funds on a monthly, quarterly, or as-needed basis. In all cases, your requests must reflect allowable project-related expenses already incurred (a reimbursement) and/or expenses expected to be incurred within thirty (30) calendar days from the date of the request (an advance.) All costs must be incurred within the approved period of performance.

3.6 How Long Does It Take To Get Our Funds?

Initial review of your payment request generally occurs within 30 days of receipt. After approval, the payment request is routed for processing and submission to the U.S. Treasury to complete the ACH transfer to your account.

To check on the status of your payment, log into your REACH account and select the correct award. Click on the **Payments** tab. **Scroll down** to view the Payment Request, then check the Status/Date field. Approved payments will have **“Approved XX/XX/XXXX”** in the Status/Date field. Funds will generally be in your account within two weeks after that date.

If it has been more than two weeks since the **“Approved XX/XX/XXXX”** in the Status/Date field in REACH and you believe the payment has not been received, contact your bank. Ask your bank for confirmation of an incoming ACH credit from the U.S. Treasury (not a wire transfer). If your bank has no record of the ACH transfer, email grants@arts.gov and we will investigate further.

3.7 Is There A Deadline For Requesting Funds?

All NEA funds must be requested within 90 days of the end date of the period of performance. You may submit a final payment request along with your final reports, which are also due within 90 days. You may request an extension for submitting reports and an associated payment request; approval is not guaranteed.

4. Making Changes to Your Project

You are required to carry out a project consistent with the application or proposal approved for funding by the NEA. You must inform us of any project changes as soon as you become aware of them and before they are implemented. Many changes require **prior written approval** from the Office of Grants Management. Failure to seek prior approval for changes may result in the disallowance of project costs and the need to return funds to the NEA. Requests for changes are considered on a case-by-case basis; approval is **not** guaranteed.

You must submit change requests through REACH as outlined below. Do not send your change request to any other National Endowment for the Arts office. You can discuss potential changes with appropriate program staff, but only the Office of Grants Management has the authority to formally approve changes. The Office of Grants Management will confer with program and other staff as necessary during the review process.

4.1 Submitting Change Requests

If you need to make changes to the award, log into your REACH account and pick the correct award number under **My Award**. Go to the **Change Requests** tab and click the **Submit a New Request** button.

Select the change/amendment type (outlined below), then follow the special instructions provided. Be sure to enter a detailed explanation and justification for your request. Upload additional documentation if necessary.

4.2 Time Extensions - Changes to the Period of Performance

All project activity must take place within the period of performance. In addition, all expenditures must be incurred within the period of performance.

You must request a time extension to extend your period of performance if you need more time to complete the project activity (e.g., if a performance is postponed due to artist availability, or your project is delayed from the original timeline). Requests to extend the period of performance beyond four years from the original project start date are rarely approved.

Time extensions may also be requested to allow for the completion of required work products such as films, catalogues, etc., as all project expenditures must be incurred within the approved period of performance.

If a time extension results in an overlapping period of performance with another NEA award, you must ensure there are no overlapping activities and/or costs between the awards (see **12. Keeping Track of Multiple Federal Awards** for more details).

You have 90 days from the period of performance end date to complete final invoicing, draw down funds, and liquidate both the federal and required cost-share /matching funds.

4.3 Scope Change Requests

You must notify us as soon as you become aware that approved project activities need to change substantially. Scope change requests are reviewed using the same criteria of artistic excellence and merit as were used during the panel review of your application. Provide a detailed justification for the change(s) requested. In some cases, we may require a revised project budget in order to determine the allowability and applicability of costs.

You **must request prior written approval** for the following changes to your project:

- Changes in **key participants** (e.g., artists and others whose participation was confirmed in your application or in a previous amendment, and are central to the success of your project).
- Changes in **primary project activities** (e.g., the removal or addition of a major program component, change in format from live presentations to virtual activity only, or a significant change in the intended reach of the project activities).
- Changes in the **artistic works presented**, including changes in content or themes (e.g., from contemporary to classical works), and **changes in a commissioned work**.
- Changes in locations for **public art**.
- Changes in the **phase of the project** being supported (e.g., from research, production and dissemination of a film to research and pre-production only).
- Changes in the **extent of touring** (e.g., if your multi-state tour changes to a single-state project).
- Changes in **required work products** (e.g., completion of a film to a working version or rough-cut).

The following changes to your project do not require prior approval:

- Changes in artists who were listed as "proposed" or "to be invited" in your initial application or approved project budget. Proposed artists may be replaced with artists of similar caliber without NEA approval.
- Changes to artist line ups for festivals, or other events where there are multiple artists and arts groups participating. *However*, if an artist is key to the festival or a headliner specifically identified in the application, you must request a scope change request.
- Changes to project activity dates that fall within the approved period of performance.
- Changes to the title of a work, exhibition, or event (e.g. from a working title to a final title).

4.4 Budget Change Requests

Only approved costs included in your project budget can be supported with NEA funds and your cost share/matching funds. Use the **Project Budget form** for all budget change requests. **Instructions** for preparing your budget are available on our website. See the GTCs for additional guidance.

- 4.4a Foreign travel.** If foreign travel was identified in your approved project budget, you do not need to do anything further. However, if you wish to **add** foreign travel to the budget (e.g., if you could not confirm the country of origin/destination at the time of application, or if you are adding a new artist who will require foreign travel), you must request prior written approval. In your request, you must identify who is traveling and the countries they are coming from/going to. Requests will not be approved for travel to/from countries sanctioned by the U.S. Treasury's **Office of Foreign Assets Control**. You must comply with the Fly America Act as outlined in the **GTCs**.
- 4.4b Equipment.** If you included justification for the purchase of equipment (defined as an item with a unit do anything further. However, if you want to **add** the purchase of equipment that exceeds the \$5,000 threshold to your budget, you must request prior written approval. Your request must identify the item being purchased, the unit cost, and include a justification of the necessity of the purchase and its relation to the project.
- 4.4c Indirect costs.** If you wish to **add** indirect costs to your approved project budget based on a federally-negotiated indirect cost rate agreement (ICRA), you must submit a revised project budget form and a copy of your the indirect cost rate agreement or a link to the ICRA on your website. See **14. Federally-Negotiated Indirect Cost Rate Agreements** for more information about indirect costs.

4.5 Personnel Updates for REACH Accounts - We need to update people on the award

Notify the NEA of any changes to an authorizing official, project director, or other personnel administering the award (called the Grant Administrator in REACH) using this option. If you are replacing an authorizing official, project director, or grants administrator, the previous ones will be automatically removed from the award and will no longer have REACH access.

- REACH accounts rely upon the email address of each official participant in the project. Ensure that all email addresses are correct when requesting a change.
- Do not use Personnel Updates to request artist substitutions. Use the **Scope Change** request if you need to change participating artists.

4.6 Final Report Extension Requests

You may request an extension to file your final reports if your project activities were completed within the approved period of performance but you are not able to submit your final reports on time.

4.7 We Need to Withdraw from the Award

If your organization is unable to carry out the approved project as funded by the Arts Endowment, it may withdraw. See Section 7 "Declining an Award."

5. Acknowledging Support from the National Endowment for the Arts (revised 7/31/19)

Acknowledgment of the National Endowment for the Arts must be prominently displayed in all materials and announcements for your funded project only.

- 5.1 For print materials, a basic requirement is a phrase acknowledging support from the National Endowment for the Arts using the following language: "This project is supported in part by the National Endowment for the Arts."
 - 5.1.a We encourage you to include "To find out more about how National Endowment for the Arts grants impact individuals and communities, visit www.arts.gov."
 - 5.1.b In addition, we encourage you to use the **National Endowment for the Arts current logo** whenever possible.
- 5.2 For radio or television broadcast, we require the following voice-over language: "This project is supported in part by the National Endowment for the Arts. On the web at arts dot gov." For television broadcast, display of the National Endowment for the Arts logo and web address is required.
- 5.3 We reserve the right to change the language of the required acknowledgement of National Endowment for the Arts support, as well as the right to disallow the use of our logo and acknowledgement of our support.

In addition, you may want to consult our "**Working with the Media**" Toolkit. All logo files are available on our website.

6. Submitting Reports for Your Award

Your award documents include reporting requirements specific to your award. Reports include:

6.1 Progress Report

A progress report is required once the cumulative amount of requested NEA funds exceeds 2/3 of the total award amount. Complete the progress report on the Payment Request form in REACH.

If you are submitting your final payment request at the same time as your Final Descriptive Report, type "See Final Descriptive Report" in the progress report section of the Payment Request. The FDR will serve as your progress report.

6.2 Final Reports

All final reports are due no later than 90 days after the period of performance end date. You may complete invoicing, request an NEA reimbursement, and liquidate the federal and cost share/matching funds during this time.

Submit final reports through REACH by logging into your account and selecting the correct award. Go to the **Reports** tab to view your reporting requirements and to submit your reports. Click on the black pen next to the report's name to open up the report's window. Follow the instructions for completing and uploading the report.

Required final reports may include the following:

- **Final Descriptive Report (FDR).** Narrative and statistical data about your award activities.
- **Federal Financial Report (FFR).** Final accounting of allowable project expenditures including required cost share/match.
- **Geographic Location of Project Activity Report (GEO).** List of addresses where significant project activity took place. This report assists the NEA in reporting to Congress on the geographic reach of its programs.
- **Work Product.** Products such as catalogues, DVDs, CDs, and research papers are required only for certain projects. Any required product will be listed with the other required final reports under the grant's Reports tab in REACH, with specifics noted as "Special Instructions."

All hard copy products should be sent via alternative delivery service such as FedEx or UPS because U.S. Postal Service screening procedures cause delays in delivery and irreversible damage to publications, media materials, or other work products.

IMPORTANT: Organizations with overdue final reports will be **ineligible** for new awards and no payments will be made on existing awards. Any pending NEA application(s) will be **rejected** if the overdue reports are not received. If reports are more than 60 days overdue (a total of 150 days after the grant ended), any funds remaining on the award will be deobligated by the NEA and no longer available to you. If you drew down funds but failed to submit acceptable final reports, your organization will be **ineligible** to receive NEA funding for five years following the final report due date of the award(s) or until the delinquent final reports are submitted.

Additional Reporting Tips

Final reports must not include activities or expenditures that are inconsistent with the approved project and budget. You must submit a Change Request if there have been substantial modifications to your project. Generally, we do not expect the expenditures reported on your FFR to match your original project budget to the dollar since your approved project budget was based on cost estimates.

Further advice on preparing and submitting final reports can be found in our **How to Prepare Your Final Reports guide**.
<https://www.arts.gov/manage-your-award/awards-made-after-oct1-2017>

You are encouraged to submit your final reports early if you have completed all project activity and expended all NEA funds and required cost share/matching funds.

7. Declining an Award

You may voluntarily decline the award (terminate at your request) if you are unable to carry out the funded award activities. There is no penalty to your organization for this action. Follow the instructions on the Change Requests Tab in REACH. An authorizing official should submit the request. Provide an explanation of why you are unable to carry out the approved project.

No additional action is required if you have not drawn down funds. However, if you did draw down NEA funds, you must return them. See **8. Closing Out Your Award** for additional instructions.

8. Closing Out Your Award

Generally, your award is closed out after your final reports have been reviewed and accepted by Office of Grants Management staff. However, note the following:

8.1 Unused NEA Funds/Returning NEA Funds

Any federal NEA funds that you have not requested within 90 days of the period of performance end date may be de-obligated by the NEA, which means the funds will no longer be available to you. NEA funds **cannot** be rolled over for use on future programs that were not part of the specific approved project, even for similar activity.

Generally, we will require you to return funds if you drew down NEA funds but did not meet the cost share/matching requirement. Unless otherwise noted in your award document, the NEA can only support up to 50% of the project's total allowable costs (up to the NEA award amount).

To return funds, write a check payable to the National Endowment for the Arts. You **must** include your award number on the check memo or cover sheet. Send the check to:

National Endowment for the Arts
Attn: Office of Grants Management
400 7th Street SW
Washington, DC 20506

Indicate in the Remarks section of your Federal Financial Report if you will not be requesting any NEA funds remaining at the end of your period of performance. We will de-obligate the balance of federal funds in box 10h.

8.2 Record Retention

Records must be retained for three years from the date of submission of the award's Federal Financial Report. Review the **GTCs** for more information about record retention and access to your records.

9. National Endowment for the Arts Audits

Any recipient of NEA funds may be selected to undergo an audit or other special review by the NEA's Office of Inspector General (OIG). The OIG evaluates a number of recipients each year for compliance with federal financial assistance regulations and requirements. If you are selected, the OIG will contact you to request documentation and schedule a site visit. Results of past audits and other reviews are available on the OIG section of our website.

9.1 Financial Management Systems and Internal Controls

Common audit findings include a lack of adequate systems to support the tracking and management of federal funds and activities, and the absence of written policies and procedures that meet federal requirements. Federal regulations frequently refer to an organization's written procedures for hiring, travel, procurement, etc. Be sure your organization's policies are in writing.

You may be required to return funds to the NEA if your organization can't provide documentation supporting how the federal and cost share/matching funds were used for the approved project.

9.2 Documenting Salaries and Third-Party, In-Kind Contributions

All salaries charged to a federal award must be properly documented. This can be done through your accounting/payroll systems and/or through the maintenance of Personnel Activity Reports.

Third-party, in-kind contributions used as cost share/matching funds must also be properly documented. You must provide confirmation of the fair market value of the goods or services provided. Rates for third-party volunteer services must be consistent with rates paid by your organization for similar work. Rates must also be consistent with rates paid for similar work in the labor market in which your organization competes for the kind of services involved.

Sample *Personnel Activity Reports* and *In-Kind Reporting* forms are available on our website.

10. CPA Audit Confirmations

Contact the NEA Finance Office if you require confirmation of award information for your own external audit purposes. The request must include:

- Your organization's legal name.
- Your award number.
- The specific information your auditor requires, e.g., amount of the award or date of payment(s).

Email the request to neafinance@arts.gov, using the subject line "CPA Audit Confirmation Request." If you have questions call (202) 682-5491. Failure to provide your award number will delay the audit confirmation.

COMMON CHALLENGES

The following are common grants management challenges faced by NEA recipients. If you have specific questions about an award, please contact us via the award's Messages tab. For general questions, as well as those that may cut across awards, contact us at grants@arts.gov.

11. Cost Share (AKA "Match")

Unless specified in your Official Notice of Action (award notice), all NEA grants require a recipient cost share/match equal to the amount of the NEA award. In other words, your NEA grant must be matched 1:1 or "dollar for dollar." The **GTCs** outline allowable match sources. Additionally:

- Cost share/matching funds that support approved project costs must be documented in your financial systems.
- Cost share/matching resources, whether cash or in-kind, must be available for the approved project during the period of performance.
- All third-party, in-kind contributions used to meet the cost share/match must also have an associated cost in the approved project and be properly documented.
- You do not need to request approval for changes in match sources (e.g., use of donations versus ticket income, or replacement of in-kind contributions with cash match) as long as the sources are allowable and properly documented.

UNALLOWABLE SOURCES OF COST SHARE/MATCHING FUNDS: You cannot include funds from other federal sources (NEH, USDA, HUD, NSF, etc.) or other NEA awards as part of your cost share/match, nor can the costs covered by those federal funds be included in financial reports for your award. This includes federal funds that are subgranted by your State Arts Agency or a Regional Arts Organization, as well as flow-through federal funds from other entities.

12. Keeping Track of Multiple Federal Awards

There can be **no overlapping project costs** with other federal awards or their cost share, whether from the NEA or another federal agency.

One way to avoid overlap is to have separate periods of performance for each award. However, you may have overlapping periods of performance as long as the federal awards support distinctly different projects with different expenditures, and you are able to adequately allocate and document charges for each separate award.

- Costs that have been charged to an earlier award cannot be included in the project budget for a subsequent award. For example, if one award is to support a commission of a work and another award is to support its eventual performance and recording, commissioning fees that are included in the budget for the first award cannot be included in the second award.
- A common problem is having staff or contractor salaries or fees charged to more than one award during overlapping periods of time. Ensure the same individual's time is never charged at more than 100% in total during any given time segment.

13. Keeping Up With SAM and DUNS

As an applicant for federal funding, you already secured a unique entity identification number through **DUNS** (Dun & Bradstreet Numbering System) and registered in **SAM** (the System for Award Management). Together, these systems provide basic data about your organization and help the NEA verify your eligibility to receive grant funds. We recommend that you register several people from your organization with these systems and keep the registrations up to date. Too often people leave an organization and the remaining staff does not have the necessary access to update the records, resulting in missed opportunities to apply for new awards and delays in obtaining award funds.

13.1 SYSTEM FOR AWARD MANAGEMENT (SAM)

SAM is an official website of the U.S. government. There is **no cost** to register with the site. You can use the site for free.

Your entity must have an active registration in SAM throughout the life of your award, which includes submission of your final reports. Payments cannot be made and we cannot issue new awards if your SAM registration is expired. For help with SAM, visit the Federal Service Desk at fsd.gov or call 866-606-8220 (Monday - Friday 8 a.m. to 8 p.m. ET).

- There are two steps to the SAM registration process: an individual user registration (creating your own user ID and password for access) and an entity registration. It is the entity registration that must be updated annually. Registration and updating is FREE, and you should only use the official website at **SAM.gov** to manage your account.
- Creating or updating personal user information such as your password or email address does not update the entity's record.
- View your SAM Registration status within REACH on your award's homepage by clicking the **View SAM Registration** button next to Notices. You can directly access SAM.gov from your SAM details screen. Alternatively, go to **SAM.gov** and enter your DUNS in the search field.
- Bank information from SAM is used by the NEA to process payment. Ensure that your bank account information in SAM remains up to date.

13.2 SAM and Delinquent Federal Debt

The NEA cannot issue new awards or release award funds if SAM.gov flags your organization as having delinquent federal debt subject to offset. Resolving federal debt can take time, so you must address the situation as soon as you become aware of the debt. Follow the instructions on SAM.gov to determine the source of the reported debt.

September 1 is the cut-off date by which an applicant must resolve their federal debt status in SAM to receive a new NEA award in that fiscal year. **Your recommended application will be rejected if SAM shows federal debt on September 1st.**

13.3 Changing Your Address, Contacts, and Legal Name for Dun & Bradstreet and SAM

You must update your DUNS record before updating your SAM registration if your organization's name or physical address has changed. You should check your DUNS record on the **D&B website** periodically to verify that your information is correct. You must use the same DUNS you used on your NEA application on all subsequent required reports. For help with DUNS, call 866-705-5711 or email govt@dnb.com.

- The NEA has read-only access to the SAM and D&B databases and cannot retrieve lost passwords.
- Be sure to keep your entity's information updated in both D&B and SAM, especially your organization's legal name, physical address, points of contact and their email addresses.

14. Federally-Negotiated Indirect Cost Rate Agreements

Most NEA award recipients do not need a federally-negotiated indirect cost rate agreement (ICRA, also called a Facilities & Administration rate). The process for obtaining a negotiated rate is lengthy. Generally, obtaining an indirect cost rate is more beneficial to entities such as colleges and universities that receive numerous federal awards each year.

Including indirect costs in your NEA project budget is never mandatory. If you don't have a federally-negotiated rate, "administrative overhead" is an allowable direct cost item.

An organization that has **never** received a federally-negotiated indirect cost rate agreement may charge a de minimis indirect cost rate of 10% on a base of modified total direct costs. If you elect this option, you must include the de minimis rate in your approved project budget. You cannot claim both direct overhead/administrative costs and negotiated or de minimis indirect costs rate in the same budget.
