C&G Emails
A Basic, One-Sheet Primer for Best Practices When Using The cnghelpdesk@ncsu.edu Email and The cngacctsrec@ncsu.edu Email

CNGHELPDESK@NCSU.EDU:
This email account was originally setup as a life line into the Office of Contracts & Grants to improve the response times on communications between the office and our campus customers.

The account is monitored by the Director, Assistant and Associate Directors, and all Senior Fiscal Managers. All members of the management team are responsible for periodically reviewing and responding to requests.

A recent restructuring of the office and duties has changed nature of this account. This account is mainly used now as a tool for responding to general office requests.

Examples of the type of requests that should be sent to the C&G help desk:
- Non-project specific general C&G questions
  For example: general policy or documentation requests
- TEARS Effort Report inquires

Examples of the type of requests that should NOT be sent to the C&G help desk:
- Project specific questions – contact Fiscal Manager directly
- Redistribution questions – send request to redistributions@ncsu.edu
- Audit questions – contact Brad Priser directly
- Request for confirmation of the university’s financial banking institution for ACH/Wire Payments – send request to cngacctsrec@ncsu.edu

Useful Tips:
1. Please review the C&G website for additional information regarding various topics such as contact information, agency assignments, Closeout, PMR, Chartfield, Systems training guides, and Uniform Guidance.
2. Do NOT send requests that require urgent attention or RUSH processing via the CNGhelpdesk. These requests should be sent directly to the appropriate personnel.
   Note: Redistributions request inquiries should ONLY be sent redistributions@ncsu.edu
3. Please allow sufficient processing time before inquiry about status of Project ID. Check Progress Journal in RADAR for date paperwork was sent to Contracts & Grants.

CNGACCTSREC@NCSU.EDU:
This email account was specifically created to aid in external sponsor communications related to payment notifications, cash management information request and dunning letter responses.

- All external or sponsor payments notices should be sent to cngacctsrec@ncsu.edu
- All initial financial information requests from sponsors should be sent directly to cngacctsrec@ncsu.edu.
- All external or sponsor status inquiries regarding previously submitted requests should be sent directly to cngacctsrec@ncsu.edu but with a carbon copy to Sajan George.
- All request for W-9 certifications should be sent to cngacctsrec@ncsu.edu