

# Electronic Document Management (EDM): Additional Information Requests (Program Office)

A quick reference sheet for the PO, PQC and PAO roles in the HRSA Electronic Handbook (EHB)

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## Overview

Use the “Request Information” feature in your grant portfolio to request information from a grantee, where this information is not necessarily related to a condition or reporting requirement.

## Requesting Information

Initiate additional information requests from your grant portfolio.

1. Click “My Portfolio” on the left side menu on the *Pending Tasks* page (or click the Post Award tab at the top of the screen) to open your grant portfolio.
2. If necessary, click the **Search** button at the top of the list of grants to search for grants of interest.
3. Grants that match your search criteria are displayed in a list. Under the grant, click the **Request Information** button and complete the form.

The “Available Date” is the date on which your request, if approved, will appear in the grantee’s handbook.

Your request becomes a submission in the grantee’s handbook. The grantee will respond through the handbook.

## Accessing Additional Information Requests for Review

Reviewing additional information requests is a task in your handbook. Grantee submissions will either be assigned directly to you or placed in a pool of unassigned tasks (you choose which when you create the request).

For submissions that have been placed in the pool of unassigned submissions, do the following to access them and pull them into your queue:

1. From the *Pending Tasks* page, click Unassigned Tasks This Role.
2. Under Unassigned Tasks This Role > Post Award Phase > Other Submissions (EDM), click the Assign task name.
3. Submissions are grouped by activity code. Choose an activity code and click the Select to Assign link.
4. Choose submissions by clicking the check boxes next to them, or click the Select All link at the top of the list.
5. Click the **Go** button at the bottom of the page.
6. A Confirmation page opens, showing how many submissions you have successfully pulled. (Click the View link if you want to see which ones they are.) Click the **Assign More Submissions** button to return to the activity codes and pull more submissions, or click the **Review More Submissions** button to open the list page and begin reviewing submissions.

Submissions in your queue appear on your *Pending Tasks* page. Look for the Review task under Assigned Tasks This Role > Post Award Phase > Other Submissions (EDM). The numbers to the right show how many tasks (i.e., reviews) are not started or in progress.

1. Click the task name to open the *Review Submissions List* page. (If there is only one of that type of task, the review opens directly from the *Pending Tasks* page.)

2. From the *Review Submissions List* page, choose a submission and click the **Begin** (or **Contribute**) button.

## Reviewing

The review process is designed to be flexible, allowing you to perform the review in whatever manner is most appropriate.

- You can attach review documents, create issues or request contributions to the review from other HRSA staff.
- You can record a decision or recommendation, or send the review to the user who will make the decision.
- You can contribute to a review even when the review is not in your queue.

## Review or Contribute?

You can choose to be the reviewer or a contributor. The review belongs to the reviewer, who is the only one who can record a decision or recommendation or send the submission for further approval.

## Attach Documents

If appropriate, you can write up your findings in a separate document and attach it to the review. Click the **Attach** button to upload your document.

## Issues/Questions

You can create issues or questions related to the submission. You or another reviewer or contributor can update an issue at any time.

- Anyone can update an issue. No one can delete an issue.
- No final action can be taken on a submission so long as there are open issues.

To create an issue, click the **Add** button and enter your question or issue. Mark the issue as either “Open” or “Waiting on Someone Else.”

To update an issue, click the **Edit** button for the issue. Make additions or changes, as appropriate. You can also change the status of the issue, if appropriate. You can mark it as “Resolved” or “Not an Issue.”

## Request Contribution

Use Request Contribution to solicit input from other HRSA staff. Contributors may create or update issues or enter comments.

Users from whom you request contributions will receive an e-mail with a link to the review. They may follow the link to make their contribution.

- Requesting a contribution does not create a task for the recipient, nor does it add the review to their queue. No action is required of contributors.
- Contributors may make their contribution even after the review has left your queue.
- Non-receipt of a contribution does not stop the review process.

To request a contribution, click the **Request Contribution** button, prepare your request, and then send it.

### Comments

Contributors may enter comments in the Contribution Comments area. Enter your comments, and then click the **Add Contribution** button. Comments are captured in the action history for the review.

### Recommendations

The reviewer may record a recommendation or send the submission for further approval, as appropriate.

### Accept

The submission is satisfactory and requires no changes or further review. The grantee will be notified of HRSA's decision.

### Send for Further Approval

Send the submission to another user, either for a decision or for further review. Typically, you will use this when you are not the user who can make the final decision on a post-award submission. The other user may be in Programs or Grants.

- If the other user is in Programs, the submission will be removed from your queue.
- If the other user is in Grants, you may choose to remove the submission from your queue or keep it there. Keeping it in your queue allows you to continue to contribute to the review.

### Request Change

Send the submission back to the grantee with comments and a change request. None of the internal review is made available to the grantee.

### No Decision

Place the submission on hold until you are ready to make a decision or send it to someone else.

## Searching for Submissions

### Searching Your Queue

To search for specific submissions in your queue, click the [Review](#) task for Other Submissions (EDM) on the *Pending Tasks* page. The *Review Submissions List* page opens. Click the **Search** button (it's at the top right). Enter search criteria, and then click the **Search** button to display the results.

### Searching All Additional Information Requests

To search all additional information requests, click the Post Award tab at the top of the screen. On the left side menu, click "Review" under Other Report (EDM). Click the **Search** button (it's at the top right) on the next screen. Enter search criteria, and then click the **Search** button to display the results. **Note:** You should set your search criteria to show reviews assigned to "All."

### My Portfolio

Your grant portfolio lists all grants assigned to you. You may also use your grant portfolio to view grants assigned to others. You can monitor additional information requests for any grant from your grant portfolio.

To view the information through your grant portfolio:

## Reviewing Additional information Requests (Program Office)

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2. If necessary, click the **Search** button at the top of the list of grants to search for grants of interest.
3. Grants that match your search criteria are displayed in a list. Under the grant, click [Monitor Submissions](#).
4. Submissions are displayed in a list. Locate the submission and click the [View](#) link.

### Grant Folder

The Grant Folder is the repository for all information collected in the context of a grant, including additional information requests.

To view or print a submission through the Grant Folder:

1. From the *Pending Tasks* page, pull down the **Tools** menu and choose Grant.
2. Click the **Go** button.
3. The Grant Folder opens in a new window, displaying the Search Grants form.
4. Enter criteria to locate the grant or grants of interest.
5. Click the **Search** button.
6. Grants that match your search criteria are displayed in a list, sorted by grantee name. Locate the grant, and then click [View Grant Folder](#).
7. The Grant Folder opens for the grant. On the menu on the left side of the screen, choose "Other Submissions."
8. Submissions are displayed in a list. Find the submission and look for the link to open the printable, read-only (HTML format) copy.

### Reports

There are reports that allow you to keep track of additional information requests, as well as retrieve read-only (HTML format) copies.

To access and run reports:

1. On the menu on the left side of the screen (the one that says "QuickLinks" at the top), click "View All" under Reports.
2. The Reporting Services for the HRSA Electronic Handbooks opens, listing all available reports. Reports are grouped by grant phase and displayed alphabetically within the phase. Click the "Post Award" tab.
3. Locate the report you want to run. Click [Run Report](#).
4. The report opens in a separate window, displaying the search parameters form. Enter search criteria as desired.
5. Click the **Generate Report** button.

### EDM Submissions Detail Report

This report displays detailed information about individual submissions. It answers such questions as "What submissions are associated with this grant?" "What is the status of this submission?" "Who has it?"

### EDM Submissions Summary Report

This report displays the review status of EDM submissions that match your search criteria. The report displays the number of submissions in each status, grouped by the submission name. It answers the question "How many submissions are at this or that stage of the review process?"