

## Contract and Grant Administration (CGA) FAQs and Metrics

### **I understand that CGA handles all questions after the award has been negotiated, but how does CGA prefer to be contacted?**

The best option is to send your question via e-mail to one of CGA's four group e-mails:

- Awards (and amendments) [awards@cga.msu.edu](mailto:awards@cga.msu.edu)
- Transactions [transactions@cga.msu.edu](mailto:transactions@cga.msu.edu)
- Reports [reports@cga.msu.edu](mailto:reports@cga.msu.edu)
- Cash Management [cashmanagement@cga.msu.edu](mailto:cashmanagement@cga.msu.edu)

Further information about each group is located here:

<https://cga.msu.edu/PL/Portal/DocumentViewer.aspx?cga=aQBkAD0AMQA5ADQA>

### **Wouldn't it be better to send the e-mail to a particular person?**

CGA has found that group e-mails actually improves the response time because questions can be answered by any one of the group members, and there will not be a delay if an individual is out on vacation or sick leave.

### **How will I know if my email has been received? When can I expect an answer?**

You will receive an auto-reply to your initial inquiry so you know we have received it. All CGA groups strive to ***respond to inquiries within two business days***. Be sure to include all relevant information, such as the account number, document number, attachments, etc. *If it's urgent, please say urgent in the subject line to help us better address your needs.*

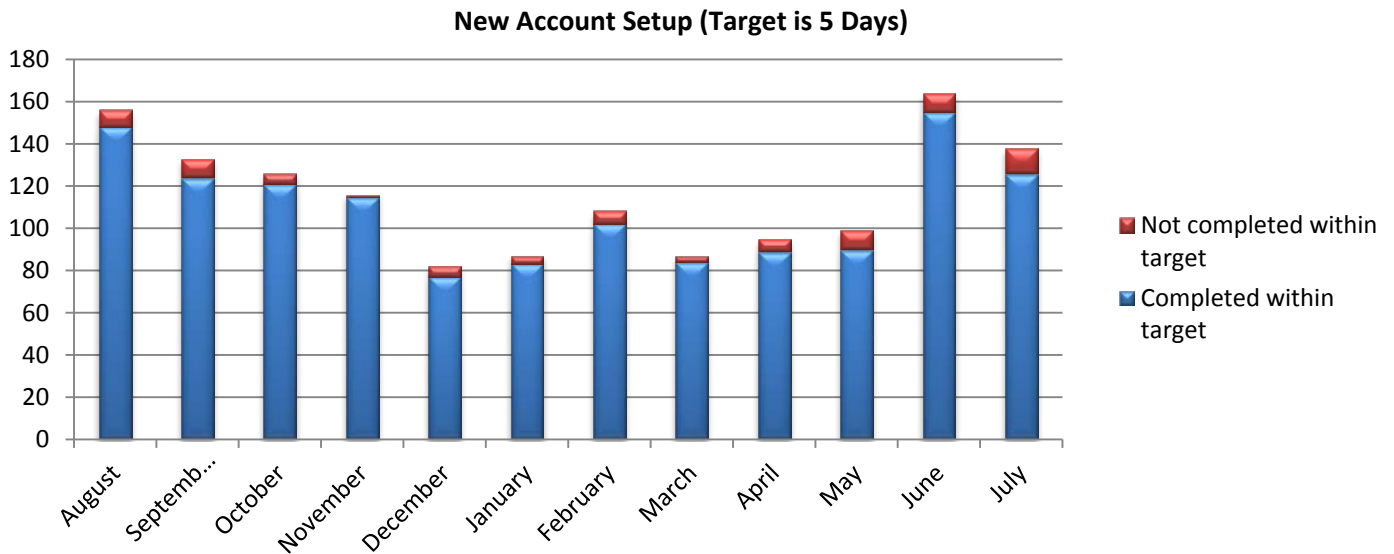
### **What else do I need to know to effectively deal with CGA?**

Please know that we are here to assist you, but there are a lot more of you than us! The following was put together to help you understand our structure and to publish our service goals. Another helpful tool is the CGA org chart as it includes phone numbers, for those times when you really do need to speak with a person.

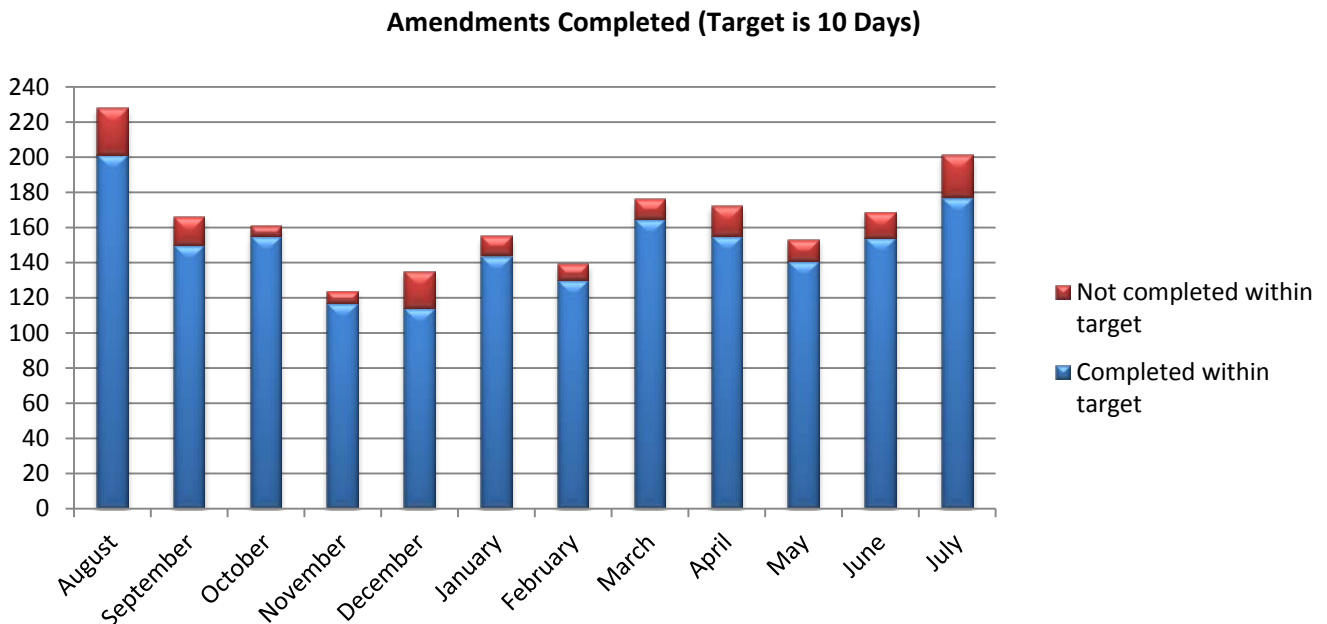
[www.cga.msu.edu/PL/SiteFiles/GetFile.aspx?id=100](http://www.cga.msu.edu/PL/SiteFiles/GetFile.aspx?id=100)

## CGA Awards Group

The Awards Group has a target of five business days to initiate a new account in KFS from the time a new award is received from OSP. Remember, your new account number can be used as soon as the New Account document is final in KFS.



The CGA target processing time for to existing awards is 10 business days.

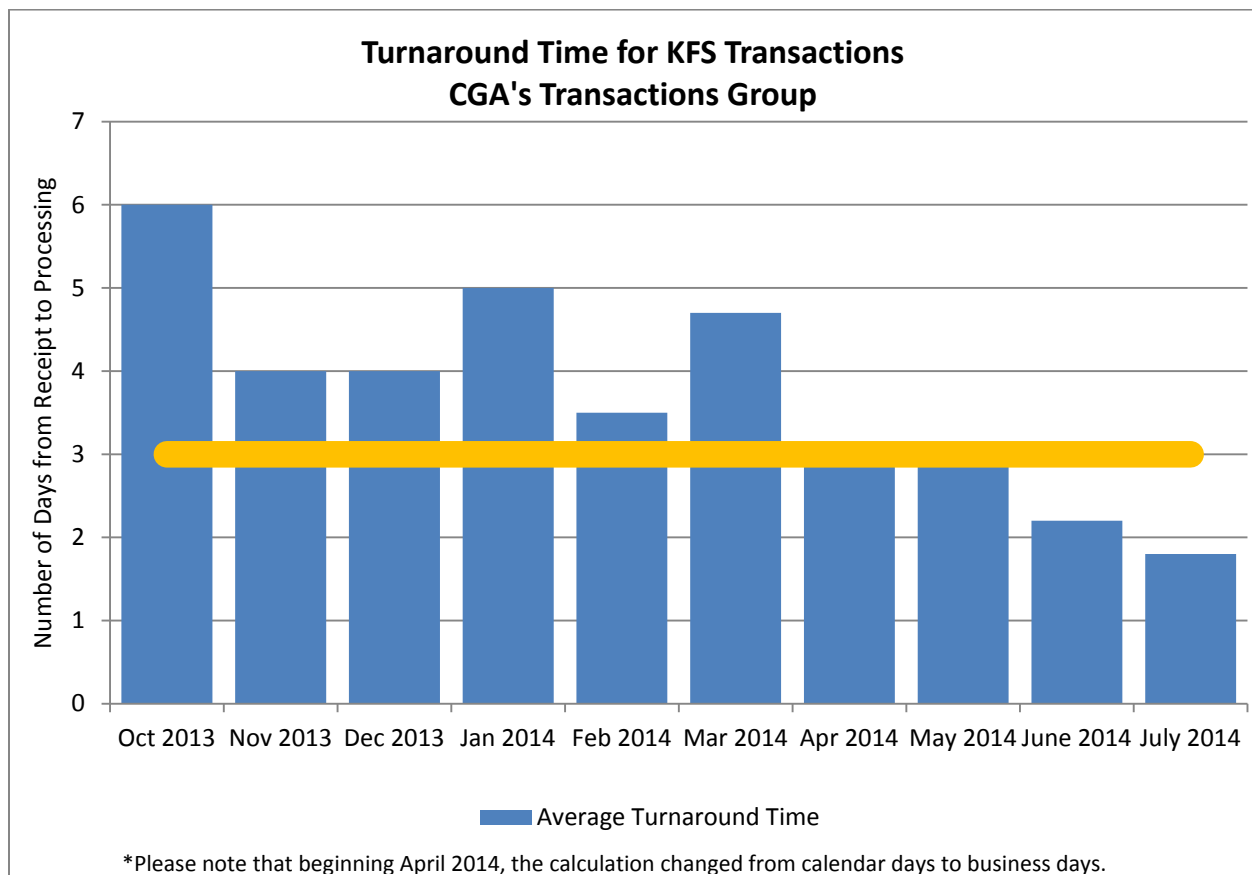


## CGA Transactions Group

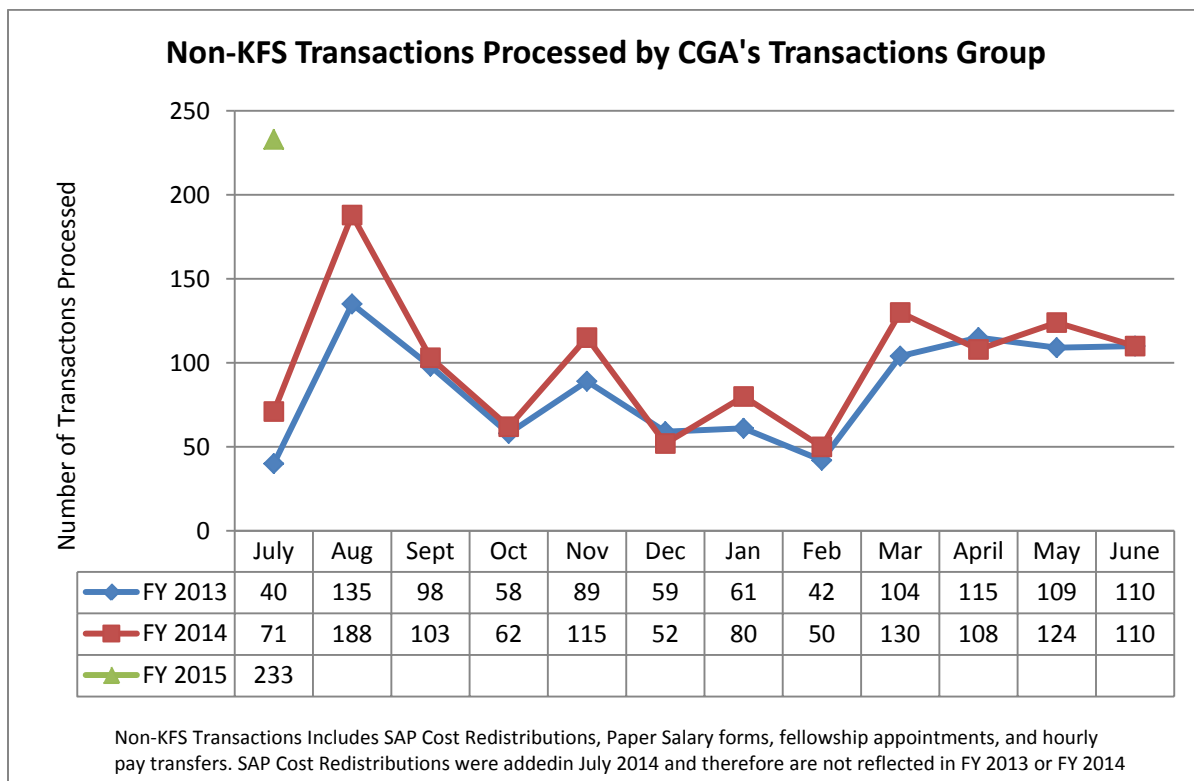
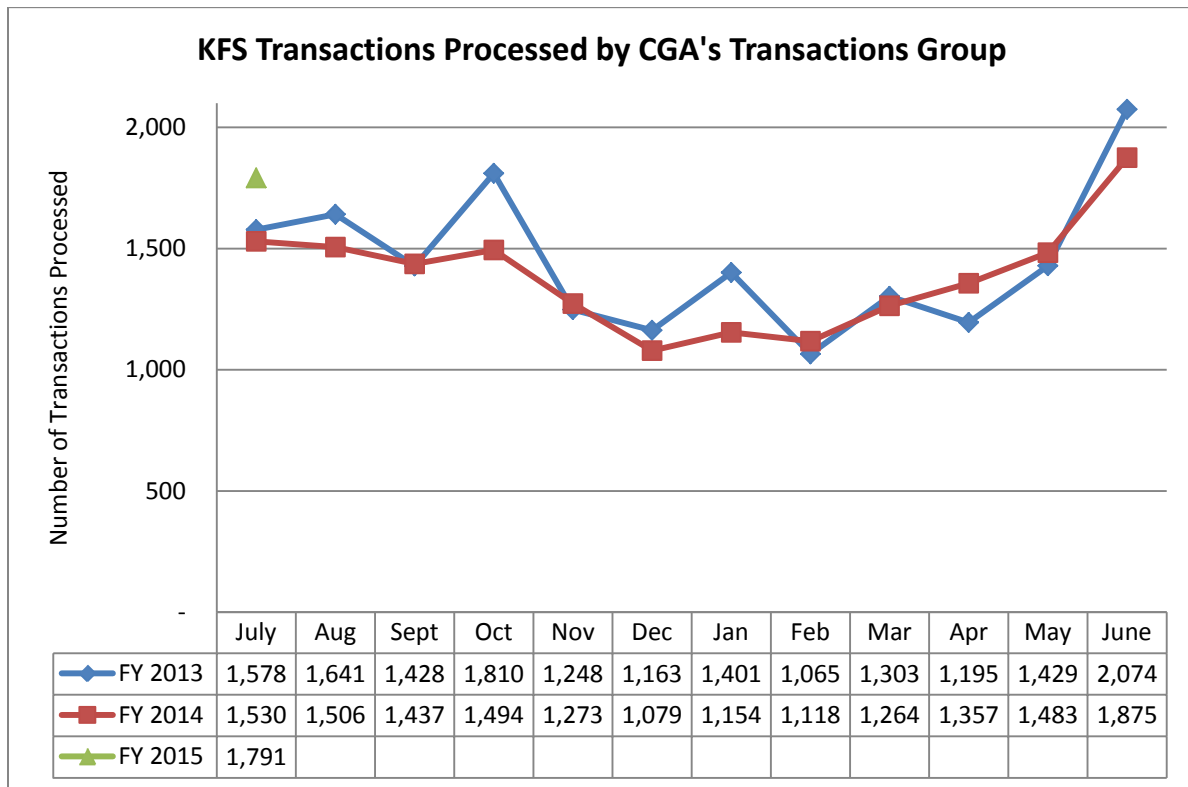
The Transactions Group reviews certain higher risk transactions in KFS. These transactions include, for example, General Error Corrections (GEC), Distribution of Income and Expense (DI), Disbursement Vouchers (DV), retroactive personnel documents, and Purchase Orders with line items exceeding \$5,000. The following items are keys to receiving expedited CGA approval:

- Include a detailed explanation of how the expense benefits the project.
- Include all necessary documentation, including worksheets, receipts, and PI certifications.
- Make sure all your scans are clear and all the pages are right side up.

The target turn-around time for transactions is three business days.



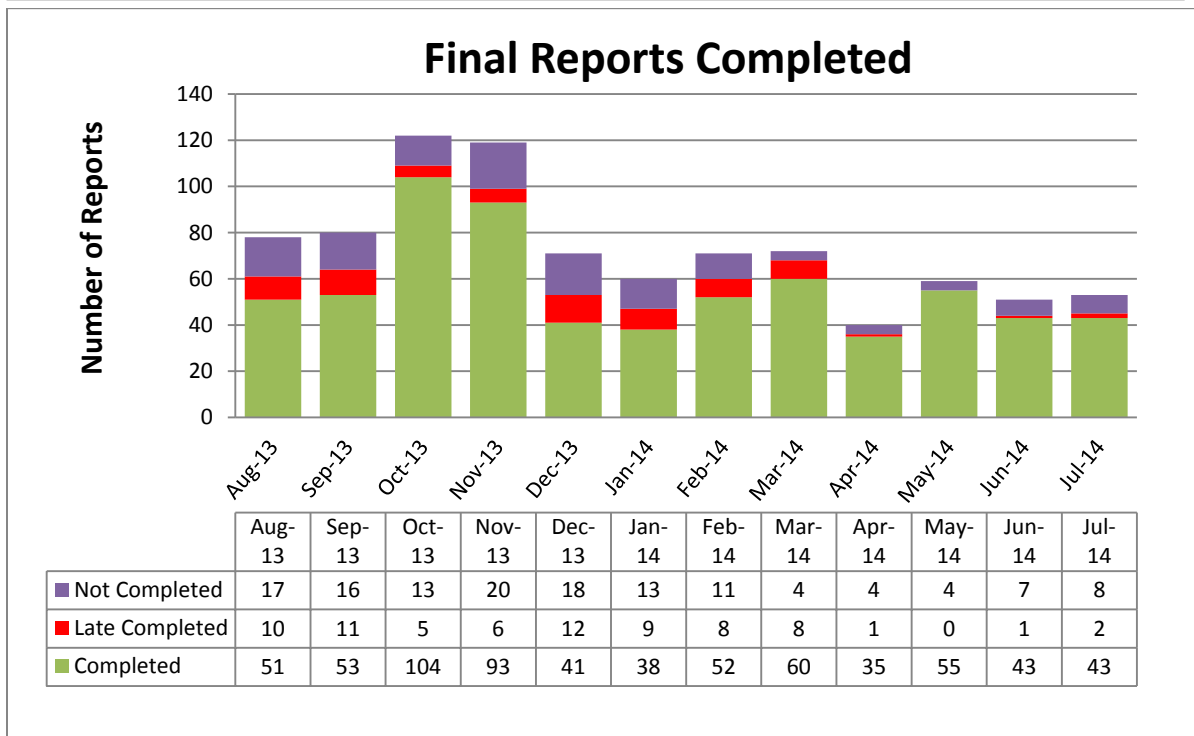
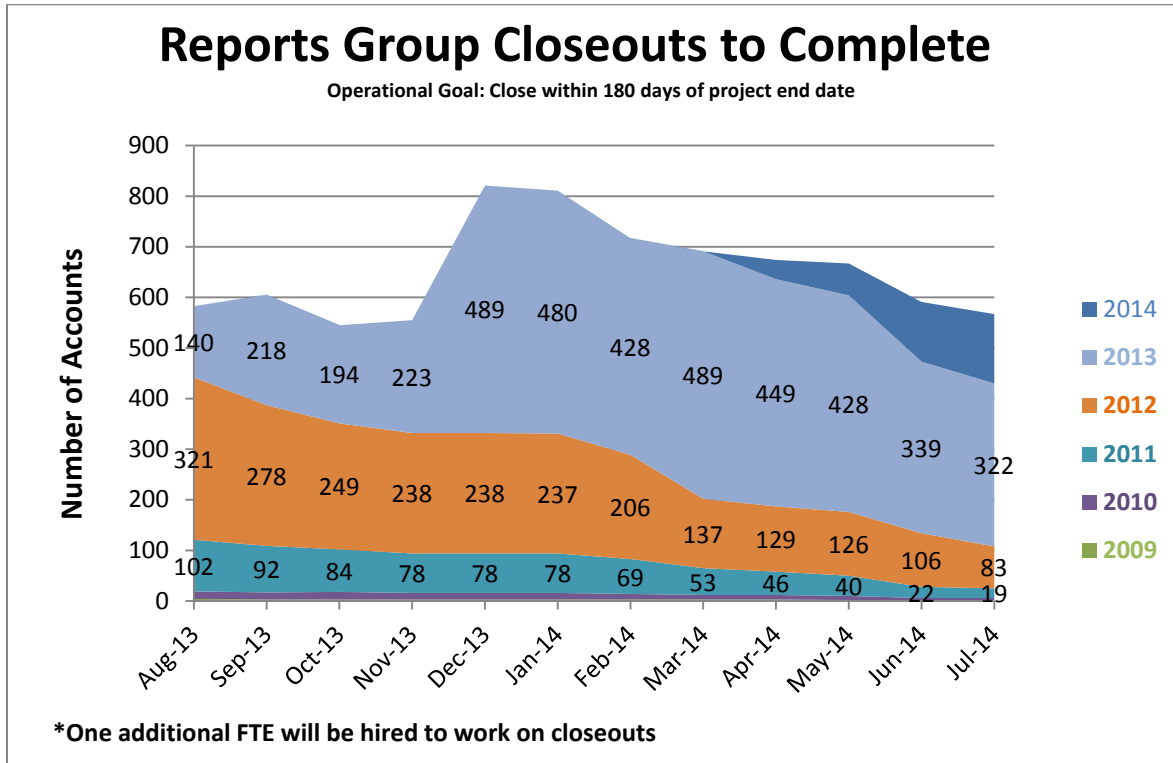
These graphs show the number of KFS transactions and non-KFS transactions that the Transactions Group reviews on a monthly basis.



## CGA Reports Group

The Reports Group sends invoices and financial reports to the funding agencies. Most funding agencies require a final financial be completed within 90 days of the projects end date. Departmental involvement, answering documentation questions and approval of final financial reports, is critical for CGA to meet our goals and agency expectations.

Our goal is to submit 100% of the reports on time, and to close accounts in the KFS within six months.



## CGA Cash Management Group

The Cash Management Group draws cash from federal letters of credit (LOC), prepares financial reports for LOC accounts, processes payments on invoices, accepts payments on RG accounts, and follows up on unpaid invoices for all CGA accounts. Departmental assistance in answering documentation questions and approval of final financial reports is critical for CGA to meet our goals and agency expectations.

Our goal is to draw cash at least two times per month per agency, complete final financial reports within 90 days, and to close accounts in the KFS within six months.

