



**University of Michigan
School of Dentistry
Contracts and Grants Service Center Procedure Manual**

Subject: Post-Award Service Standards	Effective Date: 3/22/11	Revised Date: 3/27/13
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Service	Standard for Service Center	Standard for Customer Department / PI
1. Miscellaneous questions or issues	Phone calls and emails will be responded to within 1 business day.	
2. Reconcile Statements of Activity Distribute Financial Reports	Reconciliations will be completed for all items for which support has been received. Monthly reports will be distributed within 30 days of the prior month business close date.	All supporting documentation will be provided to the Service Center on a weekly basis. Department Managers and PIs will review financial statements and related support, and communicate any required corrections.
3. Annual progress reports to sponsor	The personnel report section to be completed by C & G Staff and projected balance given to PI 10 business days before the ORSP deadline.	PI will complete (NIH) RPPR components and route to ORSP by deadline.
4. A-21 reports prepared by Sponsored Programs	A-21 reports will be reviewed and forwarded to PI, within 5 business days of receipt. Upon receipt of approved report from PI, C&G will return to Sponsored Programs.	PI will review, acknowledge charges, sign the report and return to C&G within 5 days of receipt.
5. Grant Close Out	At least 6 months prior to end date, the Service Center will verify with PI whether the grant will end as planned or whether a time extension will be requested.	PI will communicate plans to Service. PI will ensure that recurring expenditure is addressed by grant end date.
6. Final Progress Report		PI will submit the final progress report to sponsor within 90 days of project end date.
7. Clinical Research	Service Center will monitor invoicing timelines, communicate with PI and clinic team re: approaching timelines. Service Center will request needed data from the PI and clinic team, and will initiate invoices to U/M Accts Receivable.	PI and clinic team will monitor milestones based on contract terms. PI and clinic team will respond to data requests within 7 business days.