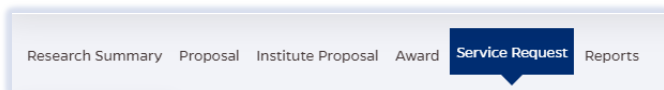# Create a Service Request
No Cost Extension (NCE)

How do I create a Service Request for a No Cost Extension?

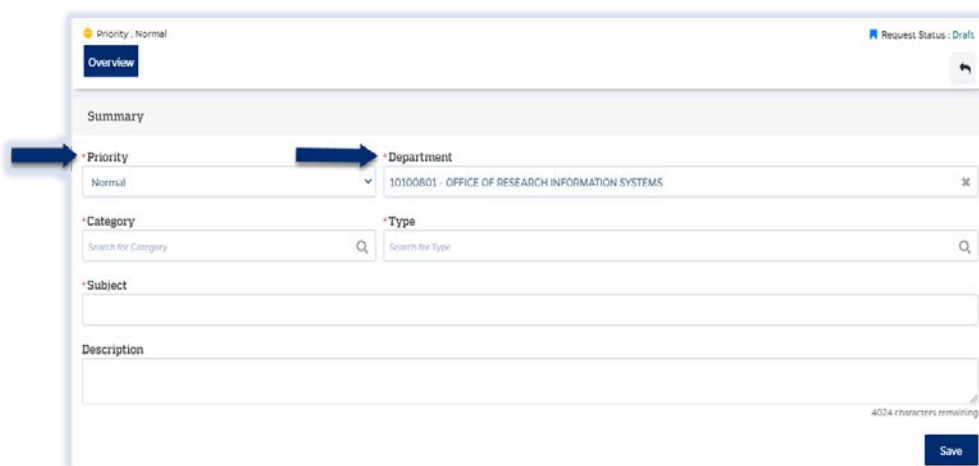- ❖ NCE – No Cost Extension (previously known as Administrative Action in Coeus)

☐ From the Dashboard, click on **Service Request** in the top row.

Research Summary Proposal Institute Proposal Award **Service Request** Reports

☐ Click on the green **Create New Service Request** button in the upper right corner.

Create New Service Request

The following screen will open:

Priority : Normal   Request Status : Draft
Overview   ↩

Summary

*Priority   *Department
Normal   ⌄   10100801 - OFFICE OF RESEARCH INFORMATION SYSTEMS   ✕

*Category   *Type
Search for Category   🔍   Search for Type   🔍

*Subject

Description

                                                              4024 characters remaining
                                                                               Save

☐ The **Priority** dropdown menu can be changed if needed to *low* or *high*.

☐ The **Department** field is the lead unit or first 8-digits of the cost center. Begin typing the unit name and a dropdown menu with options will open.Choose the **Category** – **Award** from the dropdown menu; in order to link to the award.

☐ Choose the **Type – No Cost Extension** from the dropdown menu.

*Category   *Type
Award   ✕   No Cost Extension (NCE)   ✕
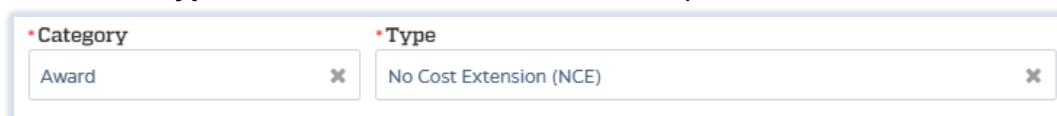
☐ Complete the **Link Award** field as appropriate. This field is an elastic search.

To search the Link Award field, the user can input the sponsor, SAP award #, PI, or title.

Once the appropriate award appears, click on the award in the dropdown menu.

☐ Complete the Subject line in the **Subject** field. The first section of the Subject is the type of Service Request followed by other identifying information that the user will need to input.


Enter the **due date, department**, and **PI**.

☐ Click on the **Save** button in the bottom right corner. [Save] The Service Request has now been started and assigned a system number.

☐ Click on the **Questionnaire** tab and complete all questions on all questionnaires. Each questionnaire will begin as a <mark>yellow</mark> tab. There may be multiple questionnaires.

After the questionnaire is completed the tab will change to green.

☐ Click on the **More Actions** button in the upper right hand corner. [⋮]

☐ Click on **Print Service Request.**

☐ Choose **FillableNCE** from the list in the dropdown and then click on **Print**.
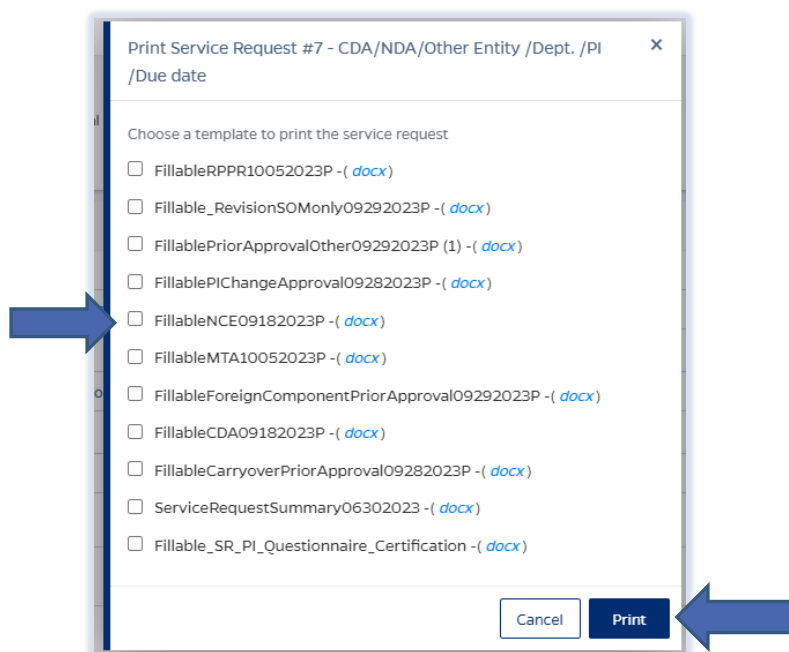

☐ Send the fillable form to the PI to be completed and signed.

☐ Complete all Questionnaire tabs according to the PIs provided answers.

☐ Upload the signed fillable form to the Service Request where the PI Certification is requested.

If additional information or attachments need to be added:

☐ Click on the **Comments** tab.

The following files under 50 MB are supported: pdf, doc, docx, csv, xml, ppt, pptx, txt, xls, xlsx, zip, json, xlsm, jpg, msg.
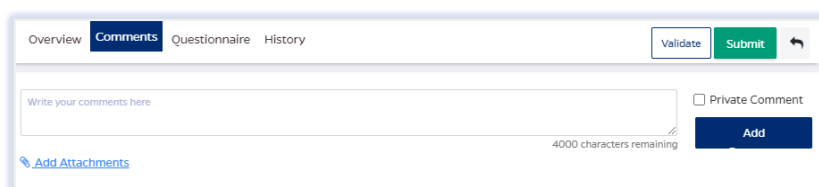
☐ Click on the **Validate** button in the upper right corner to determine if further action is required. Fix any errors and evaluate if any warnings require changes. A Service Request can be submitted with warnings, but all errors that display must be fixed before Fibi will be able to route the Service Request for approval.

☐ Click on the **Submit** button when ready to submit.