

## 1. Deadlines:

Last day to request a new ID for CRequest or CBuy is COB September 3rd. Requests received after the 3rd will be created after October 1<sup>st</sup> 2010.

**Last Day to request a new vendor entry or CCR update guaranteed – COB September 11<sup>th</sup>** *After the 11<sup>th</sup> new vendors and CCR updates will be done on a best effort basis. The Help Desk will continue to take requests and match those they are able to match but At the end of the FY the IRS and CCR are very backed up. An entry that usually takes 24 – 48 hours can take over a week.*

## 2. Schedule

All times below are in Eastern Time.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12	13 Support Hours 7:00 – 8:00	14 Support Hours 7:00 – 8:00	15 Support Hours 7:00 – 8:00	16 Support Hours 7:00 – 9:00	17 Support Hours 7:00 – 9:00	18 Support Hours 10:00 – 7:00
19 Support Hours 10:00 – 7:00	20 Support Hours 7:00 – 10:00	21 Regular Hours NOAA Obligations Due at 12:00 Noon	22 Regular Hours NOAA CFS shuts down at 11:00 AM	23 Regular Hours NIST Obligations need to be attempted by 12:00	24 Regular Hours NIST CFS shuts down at 12:00 Noon	25

## 3. Workflow for September 13th – September 21st

- From September 13<sup>th</sup> – September 21<sup>st</sup> the Tier 2 Line will be reinstated
  - The Line will be lined during support hours.
  - Callers will be served on a first come first serve basis. When a second caller comes on the line the SA not assisting the first will arrange to contact the second caller on another line.
  - The Tier 2 line will provide immediate service and will avoid the “phone tag” at the end of the FY.
  - The reason for the customers calling into Tier 2 themselves and not conferencing is to free up the Tier 1 phone lines. Up to 25 people can be on the Tier 2 line. This will decrease the likelihood of busy signals at Tier 1.
  - After September 21nd at 12:00 Noon ET only the CBuy Users servicing external clients will have access to the OBLIGATE option through September 23<sup>th</sup> at 12:00 Noon ET
  - The Tier 2 line is 1-888-534-9950 PIN 1191242

#### 4. Emergency Awards Process for Sept 22-30 2010:

- Qualification - Emergency action required to avoid one of the following:
  - Shutdown of a NOAA mission
  - Discontinuance of a service (i.e., utilities, telephone, etc.)
  - An adverse impact to NOAA, as determined by the Line Office CFO or Staff Office Director
- Process for Emergency Awards:
  - Paper-based
  - If funding is available, prepare a paper CD-435 NOTE: C.Requests will not pass to CBS as FY10 transaction; close-out in CBS.
- Prepare/Issue award in C.Buy
- Adjustment submissions will only be accepted from Line/Staff Headquarters Office; AGO staff must communicate with Line/Staff Headquarters Office.
- The same restrictions as the Manual YE On-Tops apply to Emergency C-Stars On-Top Awards
- See 'RESTRICTIONS' above
  
- All emergency on-top requests must have Line Office CFO or Staff Office Director approval.
  
- LO/SO Headquarters Office submits adjustment request to Robin E. Turner (Robin.E.Turner@noaa.gov), from the NOAA Budget Execution Office, and Katy Carmel (Katy.Carmel@noaa.gov), both from the NOAA Finance Office, on the same day as the award is processed.
- Copies of all emergency obligation adjustment requests & all supporting documentation (CD-435, obligating/award document, etc.) must also be forwarded to Nancy Eadie (Nancy.Eadie@noaa.gov).
- CSTARS obligations will not interface to CBS for FY10 when September GL period is re-opened (will come through in FY11).
- Finance will record FY10 obligation in CBS a "temporary" (reversing) General Journal entry to September GL period and a reversal entry in the October GL period.
- LOs will be notified of all accepted requests when entered & approved in CBS.
  
- In FY11, LO/SO must follow-up/communicate with AGO to ensure obligation gets processed & passed to CBS. Contacts regarding the process

Katy Carmel    301-444-2775  
Nancy Eadie    301-444-2755

#### 5. System Outages and downtimes (all times are ET)

- Will continue to update regarding system downtimes and outages until the end of the FY.
  - August 12th 8:00 PM – 8:15 Verizon checking issues with the lines at DOC. Issues have been detected. Systems will not be available during this time.
  - August 13th 7:00 PM – 7:30 Tibco Security Certificate Update COMMIT AND OBLIGATE result in awaiting response until outage is complete.
  - August 20th 8:00 PM – 12:00 midnight Bi-weekly data warehouse backup and maintenance – COMMIT AND OBLIGATE result in awaiting response until outage is complete.