Frequently Asked Questions

Re: Submittal Form for Sending Supporting Documentation

1. **How large a file/files can I submit via the electronic portal?**
   Each individual PDF uploaded has a limit of 250 MB; however, multiple 250 MB documents can be uploaded. Submitters can also reduce the DPI of a PDF (300 DPI provides adequate resolution) to reduce file size.

2. **Will I receive notification that my document was submitted?**
   Yes, the electronic portal will provide an automated email notification that includes the submittal form as a record the document was submitted and received successfully by the system.

3. **Who can I contact if I want to check on the status of my submittal?**
   Any staff within DWI should be able to track down your project and connect you with appropriate personnel to determine the status.

4. **What if my project has multiple project #'s?**
   You can list project numbers, separated by a comma, on the submittal form.

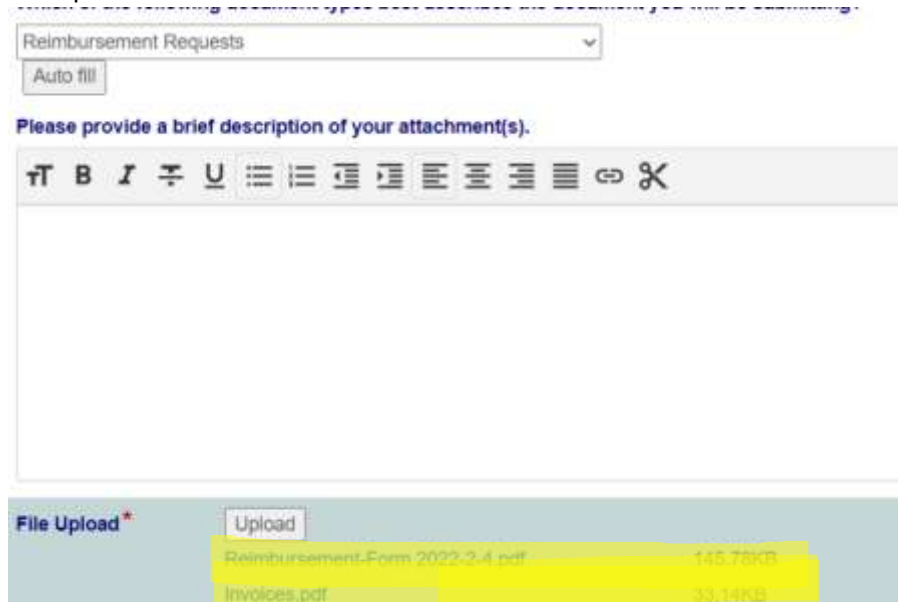5. **Do I need to know and list a DWI contact?**
   If you have a contact for the documents you are submitting, the staff member can be listed under "DWI Contact Name" on the form. Note this is not a requirement, so it can be left blank and initial reviewers will route to the correct DWI staff based on the project and documentation.

6. **What should I do if I'm not sure what category my documents fall under?**
   Submitters can use the link provided below "Funded Project Type" to see a full list of document categories and the document types contained in each category.

7. **What should I do if I have multiple document types that need to be submitted for a project?**
   A new form should be submitted for each document type in the drop-down menu; however, more than one document can be submitted per document type. See "Reimbursement Requests" example below.

8. **What if I submit my form without my documents attached?**
   The form will not let you submit if there are no documents uploaded.
9. **I forgot to upload a document with my submittal package, what should I do?**
   You should resubmit with ALL documents attached and provide a comment in the text box provided on the submittal form indicating it is a resubmittal and what was added.
10. **How will I know if my submittal is rejected?**
    If there is a noticeable error with the submittal or it does not meet minimum requirements for the initial review, you will receive a return email from the system with staff comments documenting the reason for the return.
11. **Who should I contact if I'm having trouble with the submittal form?**
    If you are unable to reach your project manager, please contact Beverly Strickland at bev.strickland@deq.nc.gov.