

NIH eRA CGAP

Service Provider Q&A—Post Meeting

September 1, 2004

1. For grant correction submission to NIH validation environment. In the past, we observed and were told that NIH validation servers have no “memory” for previous submissions. In other words, it never complains “A duplicate record exists.” Now it seems to complain that as non-validation server did before. Please confirm this since it's very important for us to deliver the grant application correctly.

Answer:

The validation exchange is intended to be exactly the same as the regular exchange except that it does not persist the message. So the duplicate check is also performed by the validation exchange.

There is a distinction between *correction processing* and *duplicate submission*. In correction processing, the Service Provider submits the ticket with the intent to correct an earlier successful submission. In correction processing as it stands now, we delete the existing application that matches the correction request and process the new request as any other regular ticket would have been processed.

The “duplicate record exists” message will be sent to Service Provider when they submit a regular grant application (not a correction), and an earlier submission with same project title, council meeting date, PI, institution etc., already has been accepted.

Here is the sequence of processing:

1. Correction check

- **If correction indicator on ticket is Yes**
- **Delete existing application**
- **Do rest of the processing as usual**

2. Duplicate check

- **Check if the submission is duplicate of earlier submission (this will not occur in case of correction as the earlier submission would have been deleted)**
- **If duplicate**
- **Return error response immediately**

3. Rest of the validation

So in the case of duplicate submission, the Service Providers would receive only one error saying *duplicate*. If not, the rest of the validations kick in and they will receive a collection of errors.

Follow-up question on the call

It was asked what happens if a correction fails? Does the existing application get deleted before the correction fails, resulting in no saved application?

Answer:

We do everything in a single transaction. If anything fails, we roll back all changes. Therefore, you don't need to worry about losing the earlier application.

2. We tried to test your Person Information Update service, but the response is "Exchange Internal Error: Please Contact NIH Exchange System Administrator." Is that SOAP service up?

Answer:

In the future, please contact CGAPSupport@mail.nih.gov when you encounter this. Be sure to include the time and date when it occurred and the SOAP file that you attempted to submit. Often there are errors in the SOAP file that trigger this error.

3. In your newest "Summary of Changes CGAP 1.2.3 iteration 2," it is mentioned that "The appendix will be displayed as a separate item in the Grant Folder, not as part of grant image." Does that mean in PI's Common's account they can see a Grant Folder where the grant image and appendix can be found? How about SOAP service? Now grant image is sent back to service provider as attached in a SOAP response. Will appendix be attached in the same SOAP response?

Answer:

The Grant Folder will have separate bookmarks for the grant image and appendix. Only the grant image is sent back to the Service Provider as attached in a SOAP response; not the appendix, cover letters, or other separate files.

Follow-up question on the call:

It was asked if the Grant Folder was where the PI looked to verify the application in the Commons.

Answer:

Yes. We can provide you with an account in the Commons demo facility if you are interested in seeing what this looks like. You can send an email to Jennifer Flach (flachj@od.nih.gov) with this request.

Additional questions to be addressed by the eCGAP team:

1. What does it mean to be certified? Does NIH certify the Service Provider or the product?
2. Will the NIH provide documentation of certification? This is important for the pilot and when we go to production.
3. Does the NIH have a list of PDF-generation engines that work with eCGAP?

Discussion items

1. The eRA team indicated that they are still working to set up a separate testing area for Service Providers.
2. The Service Providers were asked if they have or plan to send protected (read-only) PDF attachments as part of their application submissions. None of them indicated that they have yet. The eRA team asked if a Service Provider would send a protected attachment in application to the test environment so NIH could test whether this would be a problem when generating the grant image. One of the Service Providers agreed to do this.