SPS EMAIL  
A Basic, One-Sheet Primer for Best Practices When Using The SPS Email

SPS@ncsu.edu was created to provide a centralized Pre-Award email address for communication with the college research offices and sponsors. The operations team in SPARCS monitors this email address.

What emails should include when they are sent to SPS:
- The RADAR number/ PINS number
- The PIs last name

Requests that should be sent to the SPS email address:
- Sponsors send requests for more information regarding a proposal. These emails are then forwarded to the colleges to provide information
- The college should email when there is a rush request for (1) signed letter of Intent for a proposal, (2) reps and certs review, and (3) RFP. The following email should always be copied on rush requests: sparc-ops@lists.ncsu.edu (this email includes all Operations Team members, no need to copy each individual).
- Other times the college should contact the SPS email address:
  - They can forward agreements that may have been sent directly to them from the sponsor
  - Projects that are considered non-funded
  - Emails which have PINS records that need to be deleted or routing reset
  - PINS Records that need level(s) bypassed

Requests that should not be sent to the SPS email address:
- To check the status of an award or project when the individual can check RADAR.
- PIs and Departments should not send inquiries regarding the status of projects. They should check with their CRO first or check RADAR to see who the project is assigned to and go from there.

What automatically comes to the SPS email address?
- When documents are uploaded into PINS or RADAR, an email is automatically sent to SPS.
- Most electronically generated emails from the sponsor are sent to SPS automatically; however, there may be occasions where they are sent directly to the PI or College (ex. If the PIs email was given as the contact email).
- The SPS email receives direct emails from the following: National Science Foundation (NSF), National Institutes of Health (NIH), NASA, Army Research Office (ARO), Department of Energy (DOE), National Oceanic and Atmospheric Administration (NOAA), United States Geological Survey (USGS), National Institute of Justice (NIJ), US Homeland Security.

Useful Tips:
1. The SPS email address should not be copied on internal email communication sent back and forth between colleges, departments, PIs, and SPARCS staff.
2. Don’t upload a document into PINS or RADAR AND send an email to SPS. The best practice is to upload and add notes.
3. When sponsors want more information, it is the college research office’s responsibility to provide the information to the sponsor and upload information into RADAR. Unless a document needs to be signed or submitted by SPARCS, as requested by the sponsor, the SPS email should not be copied.
4. If SPARCS attention is needed regarding a sponsor’s request, the CRO is responsible for letting SPARCS know what information is needed.