



## LBNL Frequently Needed Proposal Information

Frequently Needed Proposal information is LBNL Institutional Information that may be required to complete proposals and grant applications. If you do not find the institutional information you need, please contact your SPO Contracts Officer or Linda Nowell at [lnowell@lbl.gov](mailto:lnowell@lbl.gov) (510) 486-6873.

<b>About Lawrence Berkeley National Laboratory</b>	<p>Lawrence Berkeley National Laboratory (LBNL) is operated by The Regents of the University of California (UC) for the U.S. Department of Energy (DOE) under Federal Prime Agreement DE-AC02-05CH11231.</p> <p>Lawrence Berkeley National Laboratory was founded by Nobel Laureate, Dr. Ernest Orlando Lawrence in 1931. For more information: <a href="http://www.lbl.gov">www.lbl.gov</a></p>
<b>Type of Institution:</b>	<p>DOE National Laboratory, Federally Funded Research and Development Center</p> <p><i>For NIH Grants, DOD Congressionally Directed Medical Research Programs, and Gifts:</i></p> <p>Public, nonprofit educational institution exempt under Section 501(c)(3) of IRS code</p>
<b>Legal Name</b>	<p>U. S. Department of Energy for performance at Lawrence Berkeley National Laboratory</p> <p><i>Institutional Name for NIH Grants (as it appears in NIH eRA Commons):</i></p> <p>UNIVERSITY OF CALIF-LAWRENC BERKELEY LAB</p> <p><i>DOD Congressionally Directed Medical Research Programs, Grants.gov and Gifts:</i></p> <p>University of California/ Lawrence Berkeley Nat'l Laboratory</p>
<b>LBNL/Sponsored Project Office Address</b>	<p>Lawrence Berkeley National Laboratory Sponsored Projects Office 1 Cyclotron Road, MS 46R0125 Berkeley, CA 94720</p>
<b>Authorized Official:</b>	<p>Contact your assigned Sponsor Projects Office Contracts Officer</p>
<b>Tax Exempt Status:</b>	<p>Nonprofit, Institution of Higher Education IRS Determination: 501(c)(3)</p> <p>You may download a copy of LBNL's W9 Form here.</p>

<b>County</b>	Main Lab – Alameda County Joint Genome Institute (JGI) – Contra Costa County
<b>Congressional District:</b>	Main Lab - 9 <sup>th</sup> District Joint Genome Institute (JGI) – 10 <sup>th</sup> District – (for performance)
<b>Federal Tax ID Number (FEI, EIN, TIN):</b>	942951741
<b>Federal Tax ID Number (NIH <u>paper</u> only)</b>	1942951741A
<b>Dun and Bradstreet (DUNS) No.:</b>	078576738
<b>NIH Institutional Profile File Number:</b>	577512 (UNIVERSITY OF CALIF-LAWRENC BERKELEY LAB)
<b>NSF Organization ID:</b>	4014353000
<b>Army CAGE Code:</b>	1V9S8
<b>NAICS Codes:</b>	541711 - Research and Development in Biotechnology 541712 - Research and Development in the Physical, Engineering, and Life Sciences (except Biotechnology)
<b>SIC Code:</b>	8733 – Noncommercial Research Organization
<b>FICE Code:</b>	4014353000
<b>OLAW Assurance No. (Animal Welfare):</b>	A3054-01 (Effective Date: 8/16/05) (Expiration Date: 12/31/10) (LBNL IACUC Contact: Diana Bolt/510-486-6005 or HARC@lbl.gov)
<b>Federal Wide Assurance (Human Subjects Research):</b>	FWA 00006253 (Expiration Date: March 25, 2011) (LBNL IRB Contact: Chris Byrne/510-486-5507 or HARC@lbl.gov)
<b>Parent Organization:</b>	The Regents of the University of California – Office of the President EIN No: 943067788 (Use in DOD proposals) Institutional Code: OP001311-0 (Use in DOD Proposals)

<p><b>Cognizant Federal Audit Agency:</b></p>	<p>U.S. Department of Energy  c/o Berkeley Site Office  Charles Marshall, Contracting Officer  Phone: 510-486-5184  Email: Charles.Marshall@bso.science.doe.gov</p>
<p><b>Audit Information:</b></p>	<p>As a DOE National Laboratory, LBNL is not subject to the Audit Requirements of OMB Circular A-133. LBNL's Audit information can be found at:  <a href="http://fsdwprod.lbl.gov/spo/assets/files/IF_Standard_Audit_Statement.doc">http://fsdwprod.lbl.gov/spo/assets/files/IF_Standard_Audit_Statement.doc</a></p>
<p><b>Awards &amp; Checks Payable to:</b></p>	<p>The Regents of the University of California – Contract 31</p>
<p><b>Payments Mailed to:</b></p>	<p>Ernest Orlando Lawrence Berkeley National Laboratory  Accounting and Financial Management  P. O. Box 528  Berkeley, California 94701</p> <p>For Express Mail:  Ernest Orlando Lawrence Berkeley National Laboratory  Accounting and Financial Management  1 Cyclotron Road, MS937R0200  Berkeley, California 94720</p> <p>Phone: 510-486-4000  Email: <a href="mailto:ARHelp@lbl.gov">ARHelp@lbl.gov</a></p>
<p><b>Wire Transfer of Funds</b></p>	<p>Financial Institution: Wells Fargo Bank, N.A  San Francisco, CA  Attn: Anita T. Suen, 415-396-0798  ABA#: 121000248 (DOMESTIC)  Swift Code: WFBIUS6S (INTERNATIONAL)  Account Name: Lawrence Berkeley National Laboratory  Work for Others Account  Account Number: 4121-491237</p> <p>*For foreign wire transfers, please add \$30 to the invoice amount to cover payment charges levied by the sponsor's banking institution.</p>

SPONSORED PROJECTS OFFICE  
CONTACT INFORMATION  
July 3, 2008

<i>Area</i>	<i>Primary Contact</i>	<i>Alternative Contact</i>
Manager	<p style="text-align: center;">Jeffrey Weiner <a href="mailto:Jeff_Weiner@lbl.gov">Jeff_Weiner@lbl.gov</a> 510/486-7143 510/486-4386 Fax MS 46R0125</p>	<p style="text-align: center;">Rick M. Inada <a href="mailto:RMInada@lbl.gov">RMInada@lbl.gov</a> 510/486-5882 510/486-4673 Fax MS 90R2000</p> <p style="text-align: center;">Phyllis M. Gale <a href="mailto:PMGale@lbl.gov">PMGale@lbl.gov</a> 510/486-6618 510/486-4386 Fax MS 46R0125</p>
Gifts (All Divisions) Gifts@lbl.gov	<p style="text-align: center;">Angela R. Ford <a href="mailto:ARFord@lbl.gov">ARFord@lbl.gov</a> 510/486-7557 510/486-4386 Fax MS 46R0125</p>	<p style="text-align: center;">Phyllis M. Gale <a href="mailto:PMGale@lbl.gov">PMGale@lbl.gov</a> 510/486-6618 510/486-4386 Fax MS 46R0125</p>
RAPID System & E-Submissions	<p style="text-align: center;">Phyllis M. Housel Gale <a href="mailto:PMGale@lbl.gov">PMGale@lbl.gov</a> 510/486-6618 510/486-4386 Fax MS 46R0125</p>	<p style="text-align: center;">Linda Nowell <a href="mailto:lcnowell@lbl.gov">lcnowell@lbl.gov</a> 510/486-6873 510/486-4386 FaX MS46R0125</p>
All User Agreements -- except JGI, PBD, CompSci.	<p style="text-align: center;">Angela R. Ford <a href="mailto:ARFord@lbl.gov">ARFord@lbl.gov</a> 510/486-7557 510/486-4386 Fax MS 46R0125</p>	<p style="text-align: center;">Nancy Saxer <a href="mailto:NSaxer@lbl.gov">NSaxer@lbl.gov</a> 510/486-7471 510/486-4194 Fax MS 46R0125</p>

<b><u>Sponsored Projects - by Division/Department</u></b>		
<i>Area</i>	<i>Primary Contact</i>	<i>Alternative Contact</i>
<p>Accelerator and Fusion Research</p> <p><i>e-Submissions:</i> LBNLProp3@lbl.gov</p>	<p>Nancy Saxer <a href="mailto:NSaxer@lbl.gov">NSaxer@lbl.gov</a> 510/486-7471 510/486-4194 Fax MS 46R0125</p>	<p>Angela R. Ford <a href="mailto:ARFord@lbl.gov">ARFord@lbl.gov</a> 510/486-7557 510/486-4386 Fax MS 46R0125</p>
<p>Advanced Light Source</p> <p><i>e-Submissions:</i> LBNLProp3@lbl.gov</p>	<p>Nancy Saxer <a href="mailto:NSaxer@lbl.gov">NSaxer@lbl.gov</a> 510/486-7471 510/486-4194 Fax MS 46R0125</p>	<p>Angela R. Ford <a href="mailto:ARFord@lbl.gov">ARFord@lbl.gov</a> 510/486-7557 510/486-4386 Fax MS 46R0125</p>
<p>Chemical Sciences</p> <p><i>e-Submissions</i> LBNLProp3@lbl.gov</p>	<p>Angela R. Ford <a href="mailto:ARFord@lbl.gov">ARFord@lbl.gov</a> 510/486-7557 510/486-4386 Fax MS 46R0125</p>	<p>Nancy Saxer <a href="mailto:NSaxer@lbl.gov">NSaxer@lbl.gov</a> 510/486-7471 510/486-4194 Fax MS 46R0125</p>
<p>Computing Sciences (NERSC, ESnet, Computational Research)</p> <p><i>e-Submissions</i> LBNLProp4@lbl.gov</p>	<p>David Garcia <a href="mailto:DAGarcia@lbl.gov">DAGarcia@lbl.gov</a> 510/486-7283 510/486-4673 Fax MS 90R2000</p>	<p>Rick M. Inada <a href="mailto:RMInada@lbl.gov">RMInada@lbl.gov</a> 510/486-5882 510/486-4673 Fax MS 90R2000</p>
<p>Directorate &amp; Operations</p> <p><i>e-Submissions</i> LBNLProp4@lbl.gov</p>	<p>Rick M. Inada <a href="mailto:RMInada@lbl.gov">RMInada@lbl.gov</a> 510/486-5882 510/486-4673 Fax MS 90R2000</p>	<p>David Garcia <a href="mailto:DAGarcia@lbl.gov">DAGarcia@lbl.gov</a> 510/486-7283 510/486-4673 Fax MS 90R2000</p>
<p>Earth Sciences</p> <p><i>e-Submissions</i> LBNLProp4@lbl.gov</p>	<p>Rick M. Inada <a href="mailto:RMInada@lbl.gov">RMInada@lbl.gov</a> 510/486-5882 510/486-4673 Fax MS 90R2000</p>	<p>David A. Garcia <a href="mailto:DAGarcia@lbl.gov">DAGarcia@lbl.gov</a> 510/486-7283 510/486-4673 Fax MS 90R2000</p>

<b><u>Sponsored Projects - by Division/Department (continued)</u></b>		
<i>Area</i>	<i>Primary Contact</i>	<i>Alternative Contact</i>
Engineering  <i>e-Submissions:</i> LBNLProp3@lbl.gov	Nancy Saxer <a href="mailto:NSaxer@lbl.gov">NSaxer@lbl.gov</a> 510/486-7471 510/486-4194 Fax MS 46R0125	Angela R. Ford <a href="mailto:ARFord@lbl.gov">ARFord@lbl.gov</a> 510/486-7557 510/486-4386 Fax MS 46R0125
Environmental Energy Technologies - Federal Sponsors  <i>e-Submissions</i> LBNLProp4@lbl.gov	David Garcia <a href="mailto:DAGarcia@lbl.gov">DAGarcia@lbl.gov</a> 510/486-7283 510/486-4673 Fax MS 90R2000	Betsy Quayle <a href="mailto:BEQuayle@lbl.gov">BEQuayle@lbl.gov</a> 510/486-7391 510/486-4673 Fax MS 90R2000
Environmental Energy Technologies -Non-Federal Sponsors  <i>e-Submissions:</i> LBNLProp4@lbl.gov	Betsy Quayle <a href="mailto:BEQuayle@lbl.gov">BEQuayle@lbl.gov</a> 510/486-7391 510/486-4673 Fax MS 90R2000	David Garcia <a href="mailto:DAGarcia@lbl.gov">DAGarcia@lbl.gov</a> 510/486-7283 510/486-4673 Fax MS 90R2000
Genomics  <i>e-Submissions</i> LBNLProp4@lbl.gov	David Garcia <a href="mailto:DAGarcia@lbl.gov">DAGarcia@lbl.gov</a> 510/486-7283 510/486-4673 Fax MS 90R2000	Rick M. Inada <a href="mailto:RMInada@lbl.gov">RMInada@lbl.gov</a> 510/486-5882 510/486-4673 Fax MS 90R2000
Life Sciences - Federal Sponsors  <i>e-Submissions:</i> LBNLProp2@lbl.gov	Cynthia L. Ernest <a href="mailto:CLErnest@lbl.gov">CLErnest@lbl.gov</a> 510/486-5938 510/486-4386 Fax MS 46R0125	Susan M. Hedley <a href="mailto:SMHedley@lbl.gov">SMHedley@lbl.gov</a> 510/486-6273 510/486-4386 Fax MS 46R0125
Life Sciences - Non-Federal  <i>e-Submissions:</i> LBNLProp2@lbl.gov	Susan M. Hedley <a href="mailto:SMHedley@lbl.gov">SMHedley@lbl.gov</a> 510/486-6273 510/486-4386 Fax MS 46R0125	Cynthia L. Ernest <a href="mailto:CLErnest@lbl.gov">CLErnest@lbl.gov</a> 510/486-5938 510/486-4386 Fax MS 46R0125

<b>Sponsored Projects - by Division/Department (continued)</b>		
<i>Area</i>	<i>Primary Contact</i>	<i>Alternative Contact</i>
<b>Materials Sciences</b>  <i>e-Submissions</i> LBNLProp3@lbl.gov	<b>Angela R. Ford</b> <a href="mailto:ARFord@lbl.gov">ARFord@lbl.gov</a> 510/486-7557 510/486-4386 Fax MS 46R0125	<b>Nancy Saxer</b> <a href="mailto:NSaxer@lbl.gov">NSaxer@lbl.gov</a> 510/486-7471 510/486-4194 Fax MS 46R0125
<b>Nuclear Science</b>  <i>e-Submissions:</i> LBNLProp3@lbl.gov	<b>Nancy Saxer</b> <a href="mailto:NSaxer@lbl.gov">NSaxer@lbl.gov</a> 510/486-7471 510/486-4194 Fax MS 46R0125	<b>Angela R. Ford</b> <a href="mailto:ARFord@lbl.gov">ARFord@lbl.gov</a> 510/486-7557 510/486-4386 Fax MS 46R0125
<b>Physical Biosciences</b>  <i>e-Submissions:</i> LBNLProp2@lbl.gov	<b>Susan M. Hedley</b> <a href="mailto:SMHedley@lbl.gov">SMHedley@lbl.gov</a> 510/486-6273 510/486-4386 Fax MS 46R0125	<b>Cynthia L. Ernest</b> <a href="mailto:CLErnest@lbl.gov">CLErnest@lbl.gov</a> 510/486-5938 510/486-4386 Fax MS 46R0125
<b>Physics</b>  <i>e-Submissions:</i> LBNLProp3@lbl.gov	<b>Nancy Saxer</b> <a href="mailto:NSaxer@lbl.gov">NSaxer@lbl.gov</a> 510/486-7471 510/486-4194 Fax MS 46R0125	<b>Angela R. Ford</b> <a href="mailto:ARFord@lbl.gov">ARFord@lbl.gov</a> 510/486-7557 510/486-4386 Fax MS 46R0125

# GRANTS.GOV CUSTOMER SERVICE PROCESS

**Applicant/Grantor**  
Calls or Emails the Contact Center



**1-800-518-4726**  
Through the Integrated Voice Response (IVR) customer chooses one of three options for assistance.



**support@grants.gov**  
The target response time is less than 48 hours.

**CSR Creates Ticket**  
Customer Service Representative (CSR) creates a customer service ticket in the Grants.gov customer service tool.



**CSR Resolves Issue**  
If the issue is resolved by CSR on the first contact the service ticket is closed.

**CSR Escalates Issue**   
If a CSR escalates an issue it is typically handled in one of three ways:

**Agency Specific Issue**  
If the customer has an agency specific question the customer is forwarded on to the appropriate agency helpdesk or point of contact listed on the grant opportunity.

**Technical Issue**  
If the problem cannot be resolved by the CSR and it is a technical issue the call is escalated to the Grants.gov technical team for resolution. The technical team provides resolution to the CSR who then provides the customer with the resolution.

**Submission Issue**  
If an applicant is unable to submit an application through the system or they miss the application closing deadline, the following occurs:

- CSR creates a customer service ticket
- Refers the applicant to the agency point of contact listed on the grant opportunity

It is the agency decision on whether they will accept the application or not. Agency may contact Grants.gov's PMO for case notes from the customer contact.



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FIND. APPLY. SUCCEED.<sup>SM</sup>

# **Adobe Reader Error Messages**

## **Common Error Messages Defined**

**August 21, 2008**

# Adobe Reader Error Messages

## Purpose

This document outlines and defines common error messages encountered by applicants while completing an Adobe Reader application package.

## Error Messages

### 1. An Error Occurred During File Transmission

This error message means that you are experiencing network connectivity issues or the network is slow. The file that you are attempting to upload is not being fully transmitted to Grants.gov. It is recommended that you check your internet connection or contact your IT support staff to check on your network connectivity and then try again.

### 2. COS Parsing Exception at Postion #####

If you receive this error message, the application package you submitted is corrupt and you will have to resubmit a new application. If the deadline has already passed, you will have to contact the agency point of contact (agency POC) for more information.

*Contact information for the grantor is listed on the synopsis for the grant opportunity and the coversheet of the application package.*

### 3. Error: org.xml.sax.SAXParseException:

In most cases this error indicates the form was opened with an unsupported software such as:

- An incompatible version of Adobe Acrobat Professional
- An incompatible version of Adobe Reader (other than 8.1.2)
- Other software

In order to submit an Adobe Reader application package, you must have a compatible version of Adobe Reader. If you have received this error message it is recommended to download a NEW version of the application package then open, complete and submit it with the compatible version of Adobe Reader. (If you collaborate on the application package with your peers, please ensure they have the compatible version of Adobe Reader.)

### 4. Failure To Retrieve Opportunity

This error message means that the grantor agency has deleted the application package. For more information on the deleted application package please contact the agency point of contact (agency POC)

# Adobe Reader Error Messages

Contact information for the grantor is listed on the synopsis for the grant opportunity and the coversheet of the application package.

## 5. File Damaged and Cannot Be Repaired

This error message means that your application package is corrupt. In order to successfully submit an application package you will need to download a new application and resubmit. To avoid corruption you must use a compatible version of Adobe Reader to view and complete a grant application package.

## 6. Incompatible Version of Adobe

You received this error message because your application package was opened with software other than a compatible version of Adobe Reader. Any and all edits made to an Adobe Reader application package must be made with the compatible version of Adobe Reader. Grants.gov does not guarantee to support other versions of Adobe Reader released prior to version 8.1.2.

*\*Please note Adobe Acrobat is compatible for use with Grants.gov; however we recommend using Adobe Reader software version 8.1.2.*

The compatible version of Adobe Reader is available to download for free on the Grants.gov website at: [http://www.grants.gov/help/download\\_software.jsp](http://www.grants.gov/help/download_software.jsp).

Click here to verify that your Adobe Reader version is compatible with Grants.gov:  
<http://www.grants.gov/applicants/AdobeVersioningTestOnly.jsp>

## 7. Schema Validation Error

In most cases this error message indicates the application package was opened at one point in time with an unsupported version of:

- Adobe Reader
- Adobe Professional
- Other software

You should download a new application package, open, complete the package manually and submit, using a supported version of Adobe Reader. You cannot use an existing corrupted package or data from the package to export and populate a new package because it will cause submission errors.

# Adobe Reader Error Messages

## 8. VIRUSDETECT - Check Attachment Name

If you are receiving an error message for an Adobe Reader package that states VIRUSDETECT, please check the following:

In some cases if these guidelines are not followed, your application may be rejected.

- **Use a virus protect program to run a virus scan on your entire application package.**  
*This will ensure that your package is completely free of viruses before resubmission.*
- **Check the length of your file attachment names.**  
*File attachment names longer than approximately 50 characters can cause problems processing packages.*
- **Avoid using any special characters (example: -, &, \*, %, /, #) or spacing in the file names.**  
If you need spaces in the name of your files, use the underscore (example: my\_Attached\_File.pdf) in naming the attachments.

## 9. " Intake Servlet Is Unable To Save The Data. Broken Pipe "

If you receive the "Broken Pipe" message, this means that there were intermittent interruptions during submission. As a result, the submission confirmation page did not display properly after your submitted your application package (application package sent for validation by the Grants.gov system). Although you may receive this error message ("Broken Pipe"), your submission may have been properly received by the Grants.gov system. If the "Broken Pipe" error message displays, you will not automatically receive a Grants.gov tracking number for your application package.

To ensure that your application package was received properly by Grants.gov you have three options:

1. Visit the ["Track Your Package"](#) section to login into the Grants.gov system and view your submitted applications. If you do not see your submitted application listed, follow the instructions in **Option 2** below.
2. Open an internet browser window (ex: Internet Explorer) and resubmit your application package as normal. If you still do not receive the confirmation page after you resubmit your application package, contact the Grants.gov Contact Center (**see Option 3 below**).
3. Call or email the Grants.gov Contact Center at 1-800-518-4726 or [support@grants.gov](mailto:support@grants.gov) to verify that your submission was received by the Grants.gov system and to receive a tracking number for your application package.