How long does it take for the access request to be granted?

Tell Me

1. The access is typically granted within two weeks of the request being submitted provided all requirements are in place and approvals occur.
2. Some requests may be fulfilled within the eCommerce Office and may be turned around very quickly depending on workload.
3. Other requests must process through the North Carolina Office of the State Controller and then on to the associated third party to be fulfilled. These requests take longer, and the timing is dependent upon the workload of all parties involved.

Related FAQs

- How do I know which eCommerce access to request for a new user?
- What eCommerce systems exist, and how do I request access to them?
- What access should be requested if the staff person will need the ability to perform refunds for online transactions?
- How long does it take for the access request to be granted?
- What reports should be submitted with the Payment Book Receipt (“PBR”) for the daily deposit?