

Date: December 19, 2023

To: Service Providers

**Subject:** Program Negotiations (PN): Reminder – Timely Export of Program Budgets from Landing Page

Dear Service Providers,

As a reminder, for security and privacy reasons, *Program Budgets will disappear from the Landing Page view 90 days after the associated contract has been pay-authorized. As such, please ensure to export an Excel copy of all Program Budgets from the Landing Page in advance of this timeline* for your record-keeping purposes.

For an explanation of the underlying rationale for this approach, as well as for details of previously issued guidance in this area, please refer to:

- [PN-PBE Service Provider Manual](#)
  - *Appendix 6: Program Negotiations – Security and Privacy*
  - *Section 6.3: Exporting the Program Budget*
- PN-PBE [Helpful Tips](#)
  - [Part 1: Item #3](#)
  - [Part 2: Item #3](#)

If you have any questions about this communication or if you require support with retrieving historic Program Budgets, please contact your CLBC Liaison Analyst or the CLBC Service Centre (refer to step 3) of the Program Negotiations Support section below) and request Tier 2 PN Business Support.

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### **Program Negotiations Support**

When Service Providers have a Program Negotiations (PN) question, the following process should be followed in a progressive manner:

1. Consult the relevant PN project page on the CLBC internet to determine if your question has already been addressed via existing guidance:
  - [Program Budget Exchange](#)
  - [Global Uplifts](#)

2. If your issue remains unresolved, and if it is a **workflow** or **navigation** question, contact your CLBC Liaison Analyst for their assistance.
3. If your Liaison Analyst is **unavailable** or the resolution is **unknown**, contact the CLBC Service Centre, who will triage the request to the relevant support group:
  - Via phone at 604-733-2655, toll free at 1-866-780-2655, press 1 to be directed to the PN Support queue, or
  - Via e-mail at [CLBCServiceCentre@gov.bc.ca](mailto:CLBCServiceCentre@gov.bc.ca)
4. For **access** issues, please contact the CLBC Service Centre directly (using the contact information listed above).