



Education, Audiovisual and Culture Executive Agency

Culture Unit

## **GUIDE FOR APPLICANTS**

### **SUPPORT TO EUROPEAN COOPERATION PROJECTS 2019**

**Call for Proposals EACEA 34/2018**

#### **CREATIVE EUROPE (2014-2020) CULTURE SUB-PROGRAMME**

**Disclaimer:**

**The present guide intends to provide useful information for applicants. It does not replace or overrule the official Guidelines.**

## INTRODUCTION

This 'Guide for applicants' provides practical guidance on how to apply to the calls for proposal launched under the Culture Sub-programme of Creative Europe.

Before making an application, please ensure that you have carefully read the specific Guidelines of the funding scheme for which you want to apply. We also recommend reading the **eForm User Guide**: [https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019\\_en](https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019_en).

Grant applications for the Culture Sub-programme can only be made through the specifically designed **electronic application form ('the eForm')**.

In order to be able to create the eForm, applicants (i.e. project leader and partners) have to register their organisations in the Education, Audiovisual, Culture, Citizenship and Volunteering **Participant Portal** and receive a **Participant Identification Code (PIC)**. Without this PIC, the eForm cannot be generated.

- The first section of this document deals with how to generate and complete the **eForm and its attachments**.
- The second section provides information on a number of **documents that the applicants must keep at the Agency's disposal** as from the submission of the application.
- The third section provides some guidance on completing the **budget form**.
- In the fourth section some tips on **communication** with the Agency are given.

## SECTION 1. GENERATING AND COMPLETING THE eForm

### **A. Registration in the Participant Portal**

Before being able to create a grant application through the eForm, all applicants (i.e. project leader and partners) have to register their organisation in the Education, Audiovisual, Culture, Citizenship and Volunteering Participant Portal. The Participant Portal is the tool through which all legal and financial information related to the organisations will be managed.

Information on how to register in the Participant Portal can be found at: <http://ec.europa.eu/education/participants/portal>.

If you have additional queries regarding the Participant Portal, please consult the following FAQ:

<http://ec.europa.eu/education/participants/portal/desktop/en/support/faq.html>

A legal entity form and the required annexes have to be uploaded in the portal. You can find the legal entity form here:

[http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/legal\\_entities/legal\\_entities\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm)

Registration in the portal will result in the creation of a Participant Identification Code (PIC). You will need these PICs to generate your eForm.

#### **IMPORTANT REMARKS:**

When registering in the Participant Portal, please be careful that both you and your partners **encode the correct 'Registration Date' in the portal**. This is NOT the date on which the registration in the portal is done, but the **date on which the organisation was legally registered with the national authorities as a legal entity**. The registration date will be taken into account when verifying that the project leader exists legally for at least 2 years on the date of the deadline for submission.

**Branches and other entities whose legal personality is not independent from a mother entity, must apply through their mother entity.**

**You only need to create a PIC once.** If your organisation already created a PIC in order to apply for a previous call for proposals, the same PIC has to be used.

**Make sure to use the contact email of a person who is working in your organisation on permanent basis or use a functional mailbox.**

## **B. Generating the electronic application form (eForm)**

Once all partners who will be involved in the project have their PIC, the eForm can be generated by going to the Participant Partnership Management Tool:

<https://eacea.ec.europa.eu/PPMT/>

### **IMPORTANT REMARKS:**

The application eForm is an interactive **PDF form** that requires an updated version of Adobe Reader software to be installed on your computer and that your software settings and internet connection to allow an application to be completed and submitted. Please read the '**eForm user guide**' for more information on this.

If you are using a version of Adobe Reader or Adobe Acrobat that incorporates **Enhanced Security**, it is very likely that the enhanced security settings will block the submission of your eForm. You need to disable the security setting as mentioned in the 'eForm user guide'.

The **Test your connection** button appears in the footer of every page of the eForm. Click on this button to verify whether your computer settings and internet connection and settings permit a successful connection to EACEA's submission server to be made. This is not to perform the submission itself but merely to test your submission capability. When successful, you will see the message 'The connection test succeeded' appear in the footer of your form. If it fails, you will see the message 'The connection test failed' appear in the footer. In the latter scenario, you should consult the 'Known issues' section of the eForm homepage ([https://eacea.ec.europa.eu/documents/eforms\\_en](https://eacea.ec.europa.eu/documents/eforms_en)) where you will find advice on settings, etc.

Create a new application by clicking on "Create new application for funding" on the left side of the screen.

**Applications for funding/applications for accreditation: partner management and access to application forms**

**IMPORTANT POINTS TO NOTE BEFORE YOU START**

**Mandatory steps to be followed by ALL applicants (for funding and for accreditation)**

**ECAS authentication**  
Access to all of the application options below is validated by ECAS, the European Commission's Authentication Service. Applicants must therefore have an ECAS account. If you do not yet have an ECAS account, click [here](#) to be directed to the ECAS website where you can create one.

**Organisation registration (PIC numbers)**  
All organisations that seek to be included as a participant in a funding application or wish to apply for an accreditation, must first have registered in EACEA's Participant Portal. The registration system assigns a unique Participant Identification Code (PIC) to each organisation. If an organisation does not have a PIC number, it cannot apply for funding or apply for an accreditation. Click [here](#) to be directed to EACEA's Participant Portal. Access to the portal is validated by ECAS (see above).

**Points to be noted and respected by applicants for funding ONLY**

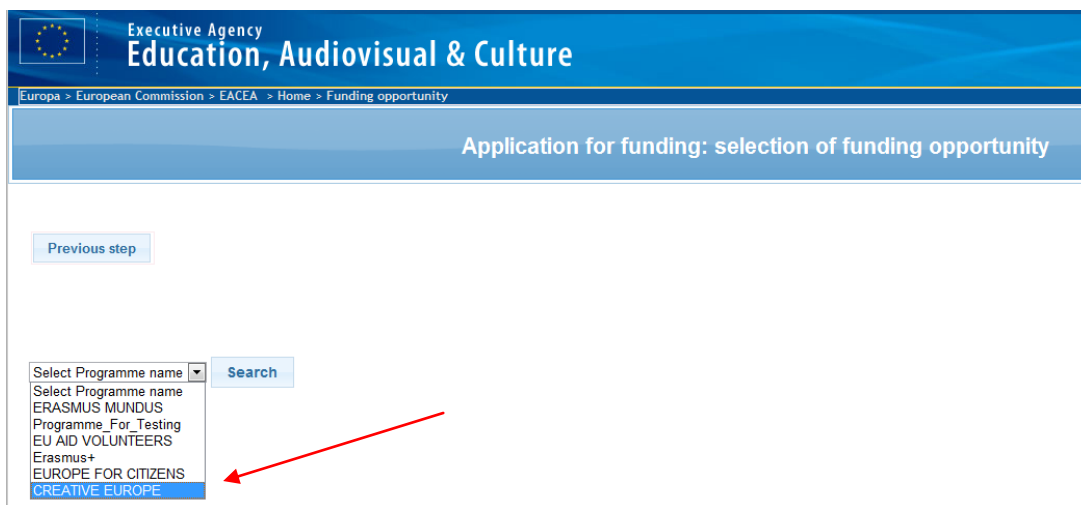
**Organisation profile**  
Some actions require a minimum number of participating organisations in order for the application to be considered eligible. Likewise, some actions require there to be representation from specific countries for the application to be considered eligible. Please carefully check whether any such rules apply to the funding opportunity you are applying under. If such rules do apply, you must respect those rules when building your list of participating organisations. If you have not respected the rules, you will receive an error message when the application eForm is created and you will have to start the entire process again.

**One uninterrupted session**  
When you proceed with either of the funding application options below, you will be guided through a series of steps resulting in the creation of a new or updated application eForm. These steps are fully described in the User Guide. Please note that these steps must be completed in one continuous session. It is not possible to interrupt the activity and resume it at a later time. If you close the browser window in which you are working or if you close the browser entirely, you will lose the data you have entered and will have to start again. Please therefore ensure you have all necessary PIC numbers AND have checked the rules for the organisation profile BEFORE YOU PROCEED.

**Applications for funding**  
[Create new application for funding](#)

**Applications for accreditation**  
[Create new application for accreditation](#)

## Select the Creative Europe Programme



Executive Agency  
Education, Audiovisual & Culture

Europa > European Commission > EACEA > Home > Funding opportunity

Application for funding: selection of funding opportunity


Previous step

Select Programme name

Select Programme name  
ERASMUS MUNDUS  
Programme\_For\_Testing  
EU AID VOLUNTEERS  
Erasmus+  
EUROPE FOR CITIZENS  
**CREATIVE EUROPE**

Search

You can filter the different calls under the Culture Sub-programme by clicking on the arrows next to Sub-programme name.



Executive Agency  
Education, Audiovisual & Culture

Europa > European Commission > EACEA > Home > Funding opportunity

User Guide

Application for funding: selection of funding opportunity

Previous step

CREATIVE EUROPE Search

Show 50 entries

2. Click on a row to select your funding opportunity.

Programme Guide / Call for Proposals	Programme name	Sub-programme name	Action name	Sub-action name	Submission opens	Submission deadline
CE Culture Cooperation Projects 2014	CREATIVE EUROPE	CULTURE	Cooperation measures	Category 1 Smaller scale projects	01/06/2013	05/03/2014
CE Culture Cooperation Projects 2014	CREATIVE EUROPE	CULTURE	Cooperation measures	Category 2 Larger scale projects	01/06/2013	05/03/2014
CE Media Development 2014	CREATIVE EUROPE	MEDIA	Development Single Project Cinema/Television/Digital platform	Development Single Project Animation	01/06/2013	04/02/2014
CE Media Development 2014	CREATIVE EUROPE	MEDIA	Development Single Project Cinema/Television/Digital platform	Development Single Project Creative Documentary	01/06/2013	04/02/2014

Filter search results:

Double-click on the line of the type of application you want to make. Be careful to choose correctly between either **Category 1 Smaller scale projects** or **Category 2 Larger scale projects**.

Select the language version of the eForm (English, German or French) and click 'Next step'.

Application for funding: selection of funding opportunity

Selected funding opportunity and eForm language version

Programme name	Sub-programme name	Action name	Sub-action name	Submission opens	Submission deadline
CULTURE		Cooperation measures	Category 1 Smaller scale projects	01/06/2013	05/03/2014

3. Select the eForm language version

Please select a language

EN  
FR  
DE

CREATIVE EUROPE Search

Show 50 entries

Programme Guide / Call for Proposals	Programme name	Sub-programme name	Action name	Sub-action name	Submission opens	Submission deadline
CE Culture Cooperation Projects 2014	CREATIVE EUROPE	CULTURE	Cooperation measures	Category 1 Smaller scale projects	01/06/2013	05/03/2014
CE Culture Cooperation Projects 2014	CREATIVE EUROPE	CULTURE	Cooperation measures	Category 2 Larger scale projects	01/06/2013	05/03/2014
EACEA/XXX/XXX	CREATIVE EUROPE	CULTURE	Networks	NA	01/10/2013	02/04/2014
EACEA/XXX/XXX	CREATIVE EUROPE	CULTURE	Platforms	NA	01/10/2013	02/04/2014

Filter search results:

You must then enter the PIC codes of the partners in the project and identify which organisation will act as applicant organisation (i.e. lead partner). Click on 'Next step' when you have entered the PIC codes of all partners and click on 'Create application eForm'. Your eForm will be generated. Make sure to save it on your computer.

### IMPORTANT REMARKS:

Please note that the eForm must be validated and submitted **before the deadline**. Applications which could not be submitted in time, or are made in any other way than by submitting the eForm online will be automatically rejected. **No exceptions will be made.**

Make sure that you have submitted your eForm online, that you have received a submission number and that you have received an e-mail acknowledging receipt of your application. For more information please read the 'eForm User Guide'.

In case of a **technical problem** (e.g. you are not able to create the eForm, the eForm crashes or freezes, you encounter problems during submission, etc.), first consult the 'Known issues' section of the following website: [http://eacea.ec.europa.eu/documents/eforms\\_en](http://eacea.ec.europa.eu/documents/eforms_en). If you cannot find an answer there, **contact the EACEA Technical HelpDesk ([eacea-helpdesk@ec.europa.eu](mailto:eacea-helpdesk@ec.europa.eu) or +32 229 90705) in any case before the deadline for submission.**

In the approach of the deadline, please ensure that you request assistance **before the deadline** has passed. If the problem cannot be solved immediately, the EACEA Technical HelpDesk can – **in exceptional cases** and only when the problem has been notified before the deadline, is linked to technical problems related to the eForm itself and is accompanied by an otherwise valid version of the eForm – submit the eForm on your behalf. If the EACEA Technical HelpDesk is contacted **after 12:00 midday Brussels time** on the day of the deadline, your application will under no circumstances be accepted due to the **principle of equal treatment of all applicants**.

When contacting the EACEA Technical HelpDesk by e-mail, clearly describe the technical problem. **Please attach to your e-mail a document with print screens to illustrate the problem and to join your eForm.**

Should you encounter problems of a **non-technical nature** (e.g. problems with filling in the budget form, questions concerning the content of the eForm or the rules applicable to the scheme, etc.), please contact, in due time, the **Creative Europe Desk** ([http://ec.europa.eu/culture/tools/creative-desks\\_en.htm](http://ec.europa.eu/culture/tools/creative-desks_en.htm)) of your country. If they cannot help, or are unavailable, you can write an e-mail to [EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu](mailto:EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu).

**Please note that in compliance with the principle of equal treatment of all applicants, neither Commission services nor EACEA staff are authorised to answer questions aimed at helping to develop your application.**

## **C. Completing the eForm**

### **Cover page – Language to be used when applying**

Note that the eForm must be completed in one of the official languages of the Union. **Do not use multiple languages in your eForm.** Moreover, it is highly recommended to use the same language as the one used for the 'Detailed description of the project', which is to be attached to the eForm.

As the project leader is submitting the application on behalf of the partnership, the partners should be fully aware of the contents of the application.

### **Part A. Identification of the applicant and if applicable other organisation(s) participating in the project**

This part of the eForm must be completed for all organisations participating in the project (project leader and partners). Please note that you need to respect the minimum number of participating organisations as stipulated in the Guidelines ('eligibility criteria' section 6).

Parts of this section will be pre-filled with information coming from the Participant Portal. The rest must be completed manually.

#### **IMPORTANT REMARKS:**

**For partners, the legal representative** (and not the contact person) should be identified in the eForm (in part A.2 of the eForm).

**Note that the legal representative (both for the project leader and the partners) mentioned in the eForm must be the same person as the one signing the documents** (as the mandates) that must be submitted together with the eForm.

The eForm has been configured to accept organisations from all countries potentially eligible to apply for the Culture Sub-programme. **As applicant, it is your responsibility to verify which countries are indeed eligible for participation** by consulting [http://eacea.ec.europa.eu/creative-europe/library/eligibility-organisations-non-eu-countries\\_en](http://eacea.ec.europa.eu/creative-europe/library/eligibility-organisations-non-eu-countries_en).



Should you wish to **remove or add organisations participating in the project after you have generated your eForm**, you will have to upload the eForm in the Participant Partnership Management Tool (<https://eacea.ec.europa.eu/PPMT/>) and revise the list of partners. All other information already encoded in the eForm will remain untouched. Please consult the 'eForm User Guide' ([https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019\\_en](https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019_en)) for detailed instructions.

**IMPORTANT POINTS TO NOTE BEFORE YOU START**

**Mandatory steps to be followed by ALL applicants (for funding and for accreditation)**

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**Points to be noted and respected by applicants for funding ONLY**

**Organisation profile**  
Some actions require a minimum number of participating organisations in order for the application to be considered eligible. Likewise, some actions require there to be representation from specific countries for the application to be considered eligible. Please carefully check whether any such rules apply to the funding opportunity you are applying under. If such rules do apply, you must respect those rules when building your list of participating organisations. If you have not respected the rules, you will receive an error message when the application eForm is created and you will have to start the entire process again.

**One uninterrupted session**  
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**Applications for funding**

Create new application for funding

Revise list of participating organisations and update application for funding

**Applications for accreditation**

Create new application for accreditation

Resume or print an existing application for accreditation

Click on 'Browse' and select the eForm that you were working on. Click on 'Upload' and on 'Next step' when you see the list of organisations originally involved in the application. You can now either remove certain organisations, or add new ones by entering their PIC. Finally you have to re-generate your eForm.

### IMPORTANT REMARKS:

Should the project leader's **contact details change** at any moment during the selection procedure, you have to communicate these changes immediately by sending an e-mail to: [EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu](mailto:EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu). Clearly mention your submission number in the header of the message.

If the **organisation data** (of project leader or partner) encoded in the Participant Portal **change**, corrections will have to be made in the Participant Portal: <https://eacea.ec.europa.eu/PPMT/>

## Part B. Organisation and activities

This part of the eForm must be completed by all organisations participating in the project (project leader and partners).

Parts of this section will be pre-filled with information coming from the Participant Portal. The rest must be completed manually.

### B.3 Other EU grants

3.1 Please only provide information on EU funding received in the last three years. Indicate the EU Programme, the grant agreement number (contract reference number), the organisation which was awarded the grant and the title of the project.

3.2 Should you have requested funding from another EU Programme for the **same project** as the one for which you are filling in the current application form, fill in these fields by indicating the Programme concerned and the amount requested. In case your application is selected for funding by the other Programme, you should inform our services by e-mail immediately:

[EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu](mailto:EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu).

## Part C. Description of the project

### C.1 Calendar of the project

The project start date should lie for both categories of project: between **1 September and 15 December 2019 (max duration 48 months)**.

Should your project begin before the signature of the contract as mentioned in the Guidelines (Section 3 - Timetable), please provide a justification (Max. 200 characters). A justification is necessary in case the project is due to begin at the date stated in your application without possibility to postpone it, should the grant agreement not be signed before the start of your project (see part 11.b 'non-retroactivity principle' of the 'Guidelines').

#### C.2.1 Scale of the organisations involved

In the column '**Latest annual turnover in EURO**', please encode the latest figures in EURO of the annual turnover of each organisation involved in the project.

In the column '**Organisation size based on annual turnover**' and '**Current number of employees**', please choose the appropriate figure of the drop down menu for each organisation involved in the project.

In the column '**Summary of your organisation's core missions as per statutes**' describe briefly (maximum 300 characters with spaces) how your organisation can be qualified as being active in the cultural and creative sector. You can give more details in part D1 of the eForm. The information contained in this column will be used to assess the eligibility criteria.

#### C.2.2 Organisation - dependencies

If there is a dependency between the project leader and the partners involved in the application, please explain the nature of such dependency.

Two organisations (legal entities) have a dependency where there is a controlling relationship between them. This is the case when a legal entity directly or indirectly controls the other or a legal entity is under the same direct or indirect control as the other.

Legal entity A controls legal entity B when:

- A, directly or indirectly, holds more than 50% of the share capital or a majority of voting rights of the shareholders or associates of B.
- or
- A, directly or indirectly, holds in fact or in law the decision-making power in B.

Ownership or supervision of legal entities by the same public body shall not in itself give rise to a controlling relationship between them.

### C.3 Relevance to the Programme priorities

Please choose as appropriate. You may select up to three priorities (out of five). If more than one priority is ticked, you will have to provide a ranking by order of relevance. Please tick only the priority/ties which are really addressed by the project (as these will be the basis of the assessment of the award criteria).

#### **C.4 Fields**

Please choose at least one sub-field. Note that if more than one sub-field is ticked, the project will be considered as being **interdisciplinary** and you will need to define an order of priority (up to 3).

#### **C.5 Countries participating in the Culture Sub-programme that will host and/or benefit from the activities**

Please select as appropriate. Make sure that your choices are coherent with the 'Detailed description of the project' and the 'action plan' (part of the budget form). Remember to fill in as well the n° of planned activities in each country.

#### **C.6 Summary of the project**

Select the language in which you will write the project summary. Should you select another language than English, you will also be required to provide a project summary in English.

Note that this summary in English may be used for dissemination purposes. Hence, it should provide the reader with a clear understanding of the objectives and content of the project, its relevance to the priorities of the call, its activities and partners involved. Outline briefly the motivation behind your project, clearly identifying the specific needs or problems/challenges which it intends to tackle.

#### **C.7 Summary of the project's budget**

First complete the budget form (see Section 3 for instructions). Copy the total amounts of the different budget chapters from the budget form into the eForm.

**In case of a discrepancy between the summary of the project's budget in the eForm and the estimated budget attached to the eForm, the figures that will be taken into consideration for its evaluation will be those provided in the Excel budget form attached to the eForm.**

The distribution of the EU grant between the project leader and the partners must be provided in the eForm as well. Make sure that the figures correspond to the information in the 'Budget form'.

#### **C.8 Contact with a "Creative Europe Desk" before submitting this application**

This part of the eForm will inform us about your contact with a Creative Europe desk, the purpose of the contact and the satisfaction degree of the service provided or problems and issues encountered.

## Part D. Overview of the partnership

### D.1 Composition of the partnership

This part of the eForm must be filled in for all the partners participating in the project.

Each partner should provide the following information:

- Unofficial translation in English, French or German of the **official aims and objectives of the organisation as per the statutes/articles of association of the organisation**. Copies of the statutes/articles of association may be requested to verify whether the correct information was provided.
- An explanation on how the organisation can be qualified as being active in the cultural and creative sector (as per Art. 2 of the Regulation N° 1295/2013 establishing the Creative Europe programme – the legal basis can be found here: <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32013R1295>). For the sake of clarity and in the context of this call, operators should be able to demonstrate (through their statutes/articles of association, activity reports) that their core/main activity is focused on the cultural and creative sectors.
- Overview of the (main) **activities in the cultural and creative sector** of the last 2 years (dates, title, short description, link to activity-specific website). Give a concise description of each partner's activities permitting to evaluate their operational capacity in relation to the project for which you are applying.
- Each partner involved in the project should also indicate the amount in self-financing it will contribute to the project. **This amount should correspond to the amount mentioned in the budget form.**

### D.2 Cooperation agreement

Please copy the text of the cooperation agreement in the appropriate field. The signed version of the cooperation agreement must be available – upon request of the Agency – immediately. It must hence be signed and kept at the Agency's disposal as from the submission of the application.

**The cooperation agreement should clearly describe the tasks and roles to be carried out by each partner, as well their financial contribution.** There is **no template** provided for this document as the modalities governing the cooperation are to be decided by the project partners, but to give an idea, the cooperation agreement could contain the following information:

- a clear description of the objectives of the project,
- a clear description of the activities which will be implemented in order to achieve these objectives,
- a clear description of the role and obligations of the project leader and each partner in the design and implementation of the project, including the tasks assigned to each partner,
- a clear description of the budgetary and financial framework including the amounts of financial contributions, and pre-financing amounts,
- legal aspects such as duration of the agreement, liability, breach of contract, termination of agreement, governing law and dispute resolution.

The cooperation agreement must be coherent with the 'Detailed description of the project'.

**It is advisable for the duration of the cooperation agreement to include as well the period needed to report to the Agency.** As the final report of the project must be submitted within 2 months after the end of the eligibility period, we suggest to extend the duration of the cooperation agreement with about 6 months after the end date of the project.

**It is recommended to sign a multilateral cooperation agreement** (between the project leader and all the partners together) rather than multiple bilateral agreements (between the project leader and each of the partners separately).

### **D.3 Associated partners**

If other organisations, besides the project leader and the partners, contribute to the project (such as associated partners), detail their role in this section of the eForm. Note that these organisations will not be able to incur eligible costs in the framework of the project.

#### **IMPORTANT REMARK:**

**Note that the information contained in section D of the eForm will be used to assess the eligibility criteria of the project** (such as: are the organisations active in the cultural and creative sector?) and the operational capacity (selection criteria) of the applicants.

Its correctness is hence of crucial importance.

## **Part E. Award criteria**

Note that the answers provided under this part of the eForm will serve to evaluate the quality of the application.

**In case of discrepancy between the information contained in the 'Detailed description of the project' and those provided in the eForm, the information provided in the eForm will prevail.**

## **Part F. Work programme (Action plan)**

The work programme (called hereafter 'action plan') is not no longer part of the eForm, therefore '*not applicable*' is mentioned in the eForm part F. You need to provide the detailed 'action plan' for the **entire** duration of the project in the 'Budget form' (in the relevant worksheet).

You can give more details of the activities planned, their description, objectives and methodologies in part A of the 'Detailed description of the project'. Applicants must ensure that the 'Detailed description of the project' document (part A) does not exceed the total page limit of maximum 30 pages (3.000 characters per A4 page font 11). The part A of the document will not be assessed after the page limit of 30 pages. The document needs to be attached to the eForm (see information hereafter).

## Part G. Statistics

Please provide statistical information corresponding to your project. Be as accurate as possible.

For the sake of clarity, under point G.1.3 'Expected results', please encode the number of individual persons benefitting from the mobility or learning experiences (if any) in the appropriate column.

### 3. Expected results

How many of the above activities will result in	Number of experiences
<div>Learning experiences with a view to increasing the skills and employability of the participants</div> <div>Mobility experiences</div>	

## Attachments to the eForm

### IMPORTANT REMARK:

There is a limit to the **total combined** size of the whole application (including the attachments and the eForm). This is 10MB. If you receive a message advising you that the total size of the documents exceeds the maximum allowed, please reduce the size.

### 1. Detailed description of the project

Please use the template called 'Detailed description of the project' (available here under 'annexes' [https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019\\_en](https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019_en)).

#### In part A 'Detailed description of the project':

Describe in a clear manner the general concept and objectives of your project and detail its activities. Outline briefly the motivation behind your project, clearly identifying the specific needs or problems/challenges which it intends to tackle. Describe shortly what is the change in the state of the art that your project will make, what you mean by 'innovation', as well as any other elements you deem as appropriate.

In case the eForm does not provide enough space to adequately describe some of the aspects of your project, you may insert these elements in the 'Detailed description of the project'. Please limit part A of this document to 30 pages maximum (3.000 characters per page per A4 page font 11). The document (part A) will not be assessed after the page limit of 30 pages.

#### In part B 'Biography of the persons responsible for the coordination of the project':

Insert in this part of the form the biography, CV or summary of the relevant professional experience of all people primarily responsible for managing and implementing the project within each partner institution (lead partner and partners). Please limit it to max ½ page per person.

## IMPORTANT REMARK:

**Note this information will be used to assess the operational capacity (selection criteria) of the applicants. Its correctness is hence crucial.**

The **maximum length** for part A of this document ('Detailed description of the project') is of **30 pages** (3.000 characters per A4 page font 11). In order not to make it too heavy, we recommend **limiting the use of pictures** in it as much as possible. The 'Detailed description of the project' has to be submitted in the PDF format.

## 2. Declarations on honour and mandates

This attachment must be a **combined scan** of the completed and signed declaration on honour and mandates.

- Declaration on honour (only to be provided for by the project leader)

Several fields need to be filled in and ticked. **Make sure that all the necessary cases are ticked.** Please ensure to have mentioned the **amount of the total EU grant requested**. The document must be signed by the legal representative of the project leader.

- Mandates (one per partner involved in the project)

The documents must be signed by the legal representative (as defined in part A.2 of the eForm) of each partner involved in the project. By signing the mandate letter, each partner mandates the project leader to act in their name and for their account during the implementation of the action.

The template documents to be used can be found on the Agency's website:

[https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019\\_en](https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019_en).

**Carefully check that your scan includes (in one document) ALL parts of the declaration on honour and ALL the mandates.**

## 3. Budget form

The template document can be found on the Agency's website:

[https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019\\_en](https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019_en).

Complete the budget form and attach it directly to the eForm (in xls, xlsx). Please ensure to use Microsoft Excel 2010.

In case of problems, you might need to install Libre office on your computer.

Libre office: <https://www.libreoffice.org/>

Please consult Section 3 of this guide for instructions on how to fill in the budget form.



## **D. Submitting the eForm**

**Deadline: 11 December 2018, before 12.00 h midday Brussels time**

Once your eForm is complete and all mandatory documents have been attached, you must submit it. You will receive an e-mail from the Agency, acknowledging receipt of your electronic application.

### **IMPORTANT REMARKS:**

Please note that the eForm must be validated and submitted **before the deadline**. Applications which could not be submitted in time, or are made in any other way than by submitting the eForm online will be automatically rejected. **No exceptions will be made.**

Make sure that you have submitted your eForm online, that you have received a submission number and that you have received an e-mail acknowledging receipt of your application. For more information please read the 'eForm User Guide'.

In case of a **technical problem** (e.g. you are not able to create the eForm, the eForm crashes or freezes, you encounter problems during submission, etc.), first consult the 'Known issues' section of the following website: [http://eacea.ec.europa.eu/documents/eforms\\_en](http://eacea.ec.europa.eu/documents/eforms_en). If you cannot find an answer there, **contact the EACEA Technical HelpDesk ([eacea-helpdesk@ec.europa.eu](mailto:eacea-helpdesk@ec.europa.eu) or +32 229 90705) in any case before the deadline for submission.**

In the approach of the deadline, please ensure that you request assistance **before the deadline** has passed. If the problem cannot be solved immediately, the EACEA Technical HelpDesk can – **in exceptional cases** and only when the problem has been notified before the deadline, is linked to technical problems related to the eForm itself and is accompanied by an otherwise valid version of the eForm – submit the eForm on your behalf. If the EACEA Technical HelpDesk is contacted **after 12:00 midday Brussels time** on the day of the deadline, your application will under no circumstances be accepted due to the **principle of equal treatment of all applicants**.

When contacting the EACEA Technical HelpDesk by e-mail, clearly describe the technical problem. **Please attach to your e-mail a document with print screens to illustrate the problem and to join your eForm.**

Should you encounter problems of a **non-technical nature** (e.g. problems with filling in the budget form, questions concerning the content of the eForm or the rules applicable to the scheme, etc.), please contact, in due time, the **Creative Europe Desk** ([http://ec.europa.eu/culture/tools/creative-desks\\_en.htm](http://ec.europa.eu/culture/tools/creative-desks_en.htm)) of your country. If they cannot help, or are unavailable, you can write an e-mail to [EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu](mailto:EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu).

**Please note that in compliance with the principle of equal treatment of all applicants, neither Commission services nor EACEA staff are authorised to answer questions aimed at helping to develop your application.**

## SECTION 2. OTHER DOCUMENTS

### **Documents which the project leader must be able to make available immediately upon request of the Agency**

The Agency might request the project leader to provide any of the following documents **during the selection process** (these documents must NOT be provided at the submission stage). It is the project leader's responsibility to ensure that these documents are ready when submitting the online application, so that they can be made available immediately upon request. **Failure to provide some of these documents immediately upon request may result in the ineligibility of the application.**

1. To prove the legal existence of the project leader and each of the partners, and their activity in the cultural and creative sectors:

-private entity: extract from the official journal, copy of articles of association, extract of trade or association register, certificate of liability to VAT (if, as in certain countries, the trade register number and VAT number are identical, only one of these documents is required), statutes;

-public entity: copy of the resolution or decision establishing the public company, or other official document establishing the public-law entity.

An unofficial translation in English, French or German of the part of the statutes/articles of incorporation dealing with the aims and objectives of the organisation must be provided in the eForm (part D).

2. The signed version of the **cooperation agreement**, signed by the legal representative of each partner and the legal representative of the project leader.

The text of the cooperation agreement must be provided in the eForm (part D.2).

3. Copies of **activity reports** of the project leader and partners of the last two years. These activity reports must allow the Agency to verify that the organisations are indeed active in the cultural and creative sector (only if the grant requested is above EUR 60.000).

### **Documents that will be requested only to selected applicants**

**In case the application is successful** and selected for funding, the Agency will request the project leader to provide a number of documents at very short notice. It is hence best that these are collected immediately after submitting the application.

1. The **financial identification form**, signed by the legal representative of the project leader. If the financial identification form is not stamped by the bank, you also need to provide a copy of a recent bank statement.

This form can be downloaded from here:

[http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/financial\\_id/financial\\_id\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm).

3. The **financial statements** (including balance sheet and profit and loss accounts) of the project leader for the last two financial years for which the accounts have been closed (only if the grant requested is above EUR 60.000) (not required for public bodies).

Applicants who have closed only one financial year at the date of submission are authorised to provide financial statements for this year only.

4. An **external audit report** produced by an approved external auditor, certifying the accounts of the project leader or any partner when applicable, of the last available financial year (only if the grant requested is above EUR 750.000) (not required for public bodies).

## SECTION 3. BUDGET FORM

### A. General remarks

The mandatory template can be found at: [https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019\\_en](https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019_en).

The completed document (in xls, xlsx) must be attached directly to the eForm.

**Please take sufficient time to fill in your budget.** Make sure that it is **coherent** with the information you provide in the eForm and in any other documents ('Detailed description of the project', cooperation agreement, etc.) which are part of the application.

All amounts must be given in EUR. Applications from countries outside the euro zone must use the **EUR exchange rate** published on the Infor-euro website available at [http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/inforeuro/index\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/index_en.cfm) on the month of the publication of the call for proposals (i.e. October 2018).

#### IMPORTANT REMARKS:

Before completing the budget, please make sure that you have **carefully read the Guidelines** related to the funding scheme for which you are applying. **Section 11 'Financial provisions' of the Guidelines** contains important information for completing the budget, such as what constitutes eligible expenditure.

The budget was made using **Microsoft Excel 2010**. It is recommended to use the same version to complete the budget form.

### B. How to fill in the budget form

#### 'Overview' worksheet

Start by filling in all the pink cells of the 'Overview' worksheet (action, duration, acronym and project title).

CREATIVE EUROPE - CULTURE

Before completing this table please read carefully the Guidelines and Guide for applicants available here: [https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019\\_en](https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019_en)

CALL FOR PROPOSALS – EACEA 34/2018 - 'Support for European Cooperation Projects 2019'

Action		Please select an action type
Duration / Eligibility period		Please insert the eligibility period of the project (dd/mm/yyyy)
Project Acronym		Please fill in Project Acronym
Project Title		

Then insert the name of each partner and their country (please follow the same order as in the eForm). The rest will be filled in automatically once you complete the other worksheets. The 'Check data encoding' allows you to check if you have filled in the row.

DISTRIBUTION OF THE BUDGET AND EU GRANT REQUESTED BY PARTNERS (in EUR)								Total	0,00	0,00	Check Data Encoding
Partner N°	Name of Partner	Country	1. Costs linked to activities	2. Communication Costs	3. Travel & Subsistence Costs	4. Personnel Costs	5. Indirect costs	Total Costs (in EUR)	Total EU grant (in EUR)		
P1	partner 1	Austria	-	-	-	-	-	-	-	-	
P2	partner 2	Belgium	-	-	-	-	-	-	-	-	
P3	partner 3	Cyprus	-	-	-	-	-	-	-	-	
P4	partner 4	Czech Republic	-	-	-	-	-	-	-	-	
P5			-	-	-	-	-	-	-	-	
EC			-	-	-	-	-	-	-	-	

Once filled in, the cells will turn blue. The information you encode in this worksheet (related to partners) will then be found in the drop down menu of the other worksheets by selecting the partner n° (P1, P2, etc.).

The expenditure encoded in the different worksheets will be transferred automatically to the 'Overview' worksheet.

### IMPORTANT REMARK:

Please make sure that your budget is balanced (i.e. expenditure = income).

GENERAL OVERVIEW OF THE BUDGET (in EUR)					
EXPENDITURE PART			INCOME PART		
1. Costs directly linked to the implementation of project activities	300,000,50		1. Distribution of the EU grant requested between partners		150,000,00
2. Communication, promotion and dissemination costs and costs of exploitation of results	0,00		% of the co-financing	50,00%	
3. Travel & subsistence costs	0,00		2. Income generated by the project		0,00
4. Personnel costs	0,00		3. Self-financing in own and raised funds		150,000,00
<b>TOTAL DIRECT COSTS</b>	<b>300,000,50</b>		4.1. Contributions from private sources		0,00
5. Indirect costs	0,00		4.2. Contributions from public sources		0,00
<b>TOTAL ESTIMATED BUDGET</b>	<b>300,000,50</b>		<b>TOTAL ESTIMATED REVENUE</b>		<b>300,000,50</b>
On which the total costs incurred in or in relation to a third country are estimated to an amount of		10,000,00			

As per Guidelines:

Max. amount for the project: EUR 180,000,30

Once all expenditure is encoded, you will need to encode in the 'Overview' worksheet the amount of **third country costs** estimated out of the total estimated budget. The amount of third country costs is limited to 30% of the total costs. Third country are costs related to natural persons who are citizens of a third country (except residents in Europe and paying their taxes in Europe), organisations based in a third country and activities taking place in a third country.


On which the total costs incurred in or in relation to a third country are estimated to an amount of	5,000,00
--	----------

Max. 30% of the total costs can be allocated to costs incurred in or in relation to a third country =

EUR 0,00

### 'Action Plan' worksheet

Fill in the pink cells. Once filled in the cells will turn blue.

										
Before completing this table please read carefully the Guidelines and Guide for applicants available here: <a href="https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019_en">https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019_en</a>										
<b>CALL FOR PROPOSALS – EACEA 34/2018 - 'Support for European Cooperation Projects 2019'</b>										
Action type		Category 1 - Smaller scale								
Duration / Eligibility period		1/09/2019		to		30/09/2022				
Project Acronym		TEST								
Project Title		TEST								
Activity N°	Activity name	Work Package	From dd/mm/yyyy	To dd/mm/yyyy	Country	Venue	Name of the responsible partner		Sub-contracted ? Yes or No	Check Data Encoding
A1	Preparation	Preparatory Phase	01/09/19	01/10/19	Belgium	Brussels	Partner N°	Name of Partner (to encode in overview sheet only)	No	Error Error
A2										
A3										

You will need to fill in the 'Action plan' before completing the rest of the worksheets. Indeed some information encoded in this worksheet will be transferred to the other worksheets (namely the 'activity N°', 'activity name' and 'work package') when selecting the activity n° in the appropriate scroll down menus.

You are required to provide a brief description of each activity in the field 'Activity name', define the 'Work package' (choose from the drop down menu), as well as a start and end date of the activity ('from', 'to'), the 'country' and place (i.e. 'venue') where the activity will take place. You should as well mention the 'partner n°' (P1, P2, etc.) responsible for the activity (as identified in the 'Overview sheet'), the related name of the partner will appear automatically. Finally define if the activity is 'subcontracted' or not.

Make sure that the information provided in the 'Action plan' worksheet is coherent with the 'Detailed description of the project' and the eForm.

The 'Check data encoding' allows you to check if you have filled in the row.

## Rules for all worksheets

There are formulas in the workbook which ensure its proper functioning. If you need extra rows in a specific budget chapter, use the related button (i.e. 'Add row') on the top left side of each chapter.

1. COSTS DIRECTLY LINKED TO THE IMPLEMENTATION OF PROJECT ACTIVITIES										
Total (EUR)		0,00		Total (EUR) Financial support to third parties (Max. EUR 60 000 per third party)		0,00				
Activity N°	Name of Activity (to encode in Action Plan sheet)	Work Package (to encode in Action Plan sheet)	Partner N°	Name of Partner (to encode in overview sheet)	Country (to encode in overview sheet)	Specification of the item	Explanation about nature, type of the expense	Amount (EUR)	Total (EUR)	Check Data Encoding
								0,00	0,00	Error
								0,00	0,00	Error

You can as well delete or duplicate rows using the appropriate buttons (by selecting the relevant row and then clicking on the 'delete' or 'duplicate' button).

Fill in the pink cells selecting the options proposed in the scroll down menu or entering an explanation about the nature and type of the expenditure.

The expenditure encoded in the different worksheets will be transferred automatically to the 'Overview' and the 'Breakdown & Project funding' worksheet.

Costs per activity and per partner need to be encoded in the different worksheets (for example if more than one partner will generate costs for one activity you need to make as many entries as the number of concerned partners sharing the costs). As per example here below:

1. COSTS DIRECTLY LINKED TO THE IMPLEMENTATION OF PROJECT ACTIVITIES										
Total (EUR)		1.000,00		Total (EUR) Financial support to third parties (Max. EUR 60 000 per third party)		0,00				
Activity N°	Name of Activity (to encode in Action Plan sheet)	Work Package (to encode in Action Plan sheet)	Partner N°	Name of Partner (to encode in overview sheet)	Country (to encode in overview sheet)	Specification of the item	Explanation about nature, type of the expense	Amount (EUR)	Total (EUR)	Check Data Encoding
A1	Partners prepare meetings	Preparatory Phase	P2	Partner 2	Belgium	Other (please specify)	preparation of tools	500,00	500,00	
A1	Partners prepare meetings	Preparatory Phase	P1	Partner 1	Austria	Insurance	insurance for participants of preparation	500,00	500,00	

The amount (in EUR) should include VAT if the partner is NOT able to recover it. Whereas, if the partner is able to recover VAT, the net amount should be mentioned.

Should you need to delete information encoded in the different rows just select the cell and press the 'Delete row' button.

The 'Check data encoding' allows you to check if you have filled in the row.

## 1. Costs linked to activities

Please do not mention in this budget chapter personnel/staff costs as these need to be mentioned in the chapter 'Personnel costs'.

Fill in each row as appropriate selecting the relevant information from the drop down list, explaining the nature and type of the expense, and the related amounts.

As mentioned in the Guidelines (part 11.f), a **financial support to third parties** may be envisaged in the application (eForm and annexes). Financial support to third parties cannot exceed 60.000 EUR and is limited to 'prizes' or 'bursaries'.

If you want to foresee in application Financial support to third parties (as 'prizes' or 'bursaries') you must mention them in the budget, by selecting the item 'Financial support to third parties' in the drop down menu of the 'Specification of the item'. The amount will then be displayed at the top of the sheet.

1. COSTS DIRECTLY LINKED TO THE IMPLEMENTATION OF PROJECT ACTIVITIES										
Add Row		Delete Row		Duplicate						
Total (EUR)		60 500,00		Total (EUR) Financial support to third parties (Max: EUR 60 000 per third party)		60 000,00				
Activity N°	Name of Activity (to encode in Action Plan sheet)	Work Package (to encode in Action Plan sheet)	Partner N°	Name of Partner (to encode in overview sheet)	Country (to encode in overview sheet)	Specification of the item	Explanation about nature, type of the expense	Amount (EUR)	Total (EUR)	Check Data Encoding
A1	Prizes prepare meetings	Preparatory Phase	P2	Partner 2	Belgium	Other (please specify)	preparation of tools	500,00	500,00	
A2	Competition for young talents	Implementation (cultural activities, publication, studies, research, etc.)	P2	Partner 2	Belgium	Financial support to third parties = Prizes and/or Bursaries (please specify)	Prizes for winners of the competition	60 000,00	60 000,00	

## 2. Communication costs

Please do not mention in this budget chapter personnel/staff costs linked to 'communication costs', as these need to be mentioned in the chapter 'personnel costs'.

Fill in each row as appropriate selecting the appropriate information from the drop down list, explaining the nature and type of the expense, and the amount.

## 3. Travel & subsistence costs

As for the other worksheets, fill in each row as appropriate (selecting the relevant information from the drop down menu, giving the relevant information and mentioning the amounts).

For travel and subsistence costs, the yellow cells should be filled in to enable the automatic calculation of the entered expenditure in the grey cell related to travel costs (cell M) and subsistence costs (cell Q). In the yellow cells the unit costs, number of participants and (for subsistence costs) the n° of days per travel/subsistence should be mentioned.

Add Row		Delete Row		Duplicate Row		3. TRAVEL & SUBSISTENCE COSTS												
Total Travel Costs (EUR)				0,00														
Total Costs of Stay (EUR)				0,00														
Total Chapter 3				0,00														
Activity N°	Name of Activity (to encode in Action Plan sheet)	Work Package (to encode in Action Plan sheet)	Partner N°	Name of Partner (to encode in overview sheet)	Country (to encode in overview sheet)	City of Departure	Person travelling	City of Destination	Unit cost per travel	Number of Participants	Total Travel Costs (EUR)	Unit cost per day	Number of days per participant	Number of Participants	Costs of Stay (EUR)	Total (EUR)	Check Data Encoding	
*									0	0	0,00	0	0	0	0	0,00	0,00	None

In case no travel cost or no subsistence costs are required for an activity, and in order to avoid an error under the 'Check data Encoding', please insert n/a in the appropriated unit costs and 1 as number of participants and/or days.

Please see below an example:

Unit cost per travel	Number of Participants	Total Travel Costs (EUR)	Unit cost per day	Number of days (per participant)	Number of Participants	Costs of Stay (EUR)	Total (EUR)	Check Data Encoding
n/a	1	0,00	15	1	10	150,00	150,00	

**Please foresee in your travel/subsistence costs a trip for two people to Brussels to participate in a kick-off meeting for project leaders of selected projects.**

#### 4. 'Personnel costs' worksheet

Fill in as appropriate all costs related to personnel per activity n° (using the drop down menu, giving the relevant information and amounts). You can choose from these categories of personnel costs:

- Salaries (of staff working on the management of the project for example)
- External professional services (as for example webmaster costs),
- Fees, remuneration of artists, scientific personnel and technicians (artists' fees for example)

The yellow cells should be filled in to enable the automatic calculation of the entered expenditure in the grey cell.

4. PERSONNEL COSTS														
Total (EUR)														
Salaries of personnel and fees for project management														
0,00														
External professional services														
0,00														
Fees, remuneration of artists, scientific personnel and technicians														
0,00														
4. PERSONNEL COSTS														
Activity N°	Name of Activity (to encode in Action Plan sheet)	Work Package (to encode in Action Plan sheet)	Partner N°	Name of Partner (to encode in overview sheet)	Country (to encode in overview sheet)	Salaries			External professional services			Fees, remuneration of artists, scientific personnel and technicians		
						Specification of the item	Explanation about nature, type of the expense	Number of days	Unit cost per day	Total (EUR)	Specification of the item	Explanation about nature, type of the expense	Number of days	Unit cost per day
								0,0	0,00	0,00			0,0	0,00

#### 5. 'Indirect costs worksheet'

Fill in as appropriate. The total of indirect costs cannot exceed 7% of the total direct costs (i.e. chapters 1 to 4).

Example of indirect costs are: premises and related expenses (e.g. office rent, insurance, electricity, water, cleaning, ...) and office expenses and consumables (e.g. telephone / fax / internet, postage and mailing, photocopies, depreciation of equipment, ...) of the partners of the project.

#### 'Co-financing – Income' worksheet



Please provide information on the distribution of the EU grant, contributions from private and public sources for the project, and on income generated by the project.

Start by completing the **distribution of the EU grant** between the partners. This must correspond to the information provided in section C.7 of the eForm (distribution of grant by organisation).

Make sure that the total EU grant requested respects the maximum amount and maximum percentage of co-financing (you can check this in the 'Overview' worksheet):

- For category 1 Smaller scale projects EUR 200.000 - representing 60% of co-financing
- For category 2 Larger scale projects EUR 2.000.000 - representing 50% of co-financing

Any **income** that you intend to generate through the project (sales of tickets, books, etc.) should be registered in the estimated budget.

The **self-financing** in own and raised funds must be completed for all partners. These amounts must correspond to the amounts mentioned in Part C.7. of the eForm.

**Contributions from private and public sources**, whether already secured or not, should be provided. If an organisation expects to receive multiple contributions from different public sources, the names of the different sources should be provided on the same line.

### **'Breakdown & Project funding' worksheet**

You do not need to encode anything in this worksheet as all the information contained in it is triggered from the other worksheets you have completed.

In this worksheet you can have an overview of the breakdown of the budget per:

- Work packages and budget chapters
- Partner and work packages
- Activity and budget chapters

## SECTION 4. COMMUNICATING WITH THE AGENCY

Candidates can find all information relating to the calls on the website of the Agency: [https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019\\_en](https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019_en).

Information on latest developments will be provided on the same website. We recommend that you consult it regularly.

All queries related to the preparation of applications should be addressed to the **Creative Europe Desk** of your country. A contact list is available at: [http://ec.europa.eu/culture/tools/creative-desks\\_en.htm](http://ec.europa.eu/culture/tools/creative-desks_en.htm). If they cannot help, or are unavailable, you can write an e-mail to [EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu](mailto:EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu).

**For reasons of transparency, equal treatment and non-discrimination, no communication with the Agency is allowed during the selection procedure, except for technical problems.**

For **technical problems** related to the eForm, please consult the **eForm User Guide** available here: [https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019\\_en](https://eacea.ec.europa.eu/creative-europe/funding/support-european-cooperation-projects-2019_en). Also consult the '**Known issues**' section of the following website: [http://eacea.ec.europa.eu/documents/eforms\\_en](http://eacea.ec.europa.eu/documents/eforms_en).

If, after referring to these documents, you still have questions or the technical problem has not been solved, you may contact the **EACEA Technical HelpDesk, preferably by e-mail** ([eacea-helpdesk@ec.europa.eu](mailto:eacea-helpdesk@ec.europa.eu)) so that there is a written trace of your question. When doing so, clearly describe the technical problem. **It is advisable to attach a document with print screens to illustrate the problem and to join your eForm.**

The HelpDesk can also be joined by phone (+32 229 90705), but if you do so it is best to send an e-mail afterwards, referring to the phone conversation you had.

The HelpDesk is available from Monday to Thursday from 08.30 to 17.30, and on Friday from 08.30 to 17.00 (Brussels time), except on the day of the deadline for submission when the Technical HelpDesk closes at 12.00 h midday Brussels time.

In the approach of the deadline, please ensure that you request assistance **before the deadline** has passed. If the problem cannot be solved immediately, the EACEA Technical HelpDesk can – **in exceptional cases** and only when the problem has been notified before the deadline, is linked to technical problems related to the eForm itself and is accompanied by an otherwise valid version of the eForm – submit the eForm on your behalf. If the EACEA Technical HelpDesk is contacted **after 12:00 midday Brussels time** on the day of the deadline, your application will under no circumstances be accepted due to the **principle of equal treatment of all applicants**.