



Creative
Europe
MEDIA



GUIDE FOR APPLICANTS CALL FOR PROPOSALS EACEA/17/2019

SUPPORT FOR THE
DEVELOPMENT OF AUDIOVISUAL
CONTENT – SINGLE PROJECT

CREATIVE EUROPE (2014 - 2020)
MEDIA Sub-programme

DISCLAIMER

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

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INTRODUCTION

This Guide for applicants provides practical guidance on how to apply to the Calls for Proposals launched under the MEDIA 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-for-development-single-project-2020_en

The first section of this document contains a **checklist** which allows you to **verify whether the application you intend to submit is eligible**.

The second section deals with **how to generate, complete and submit the eForm and its attachments**. We recommend that you refer to this section whilst completing your eForm in order to avoid making mistakes as throughout this section you will receive **important tips** and **answers to Frequently Asked Questions (FAQ)**. We will also point out **common mistakes**.

In the third section some tips on **communication** with the Agency are given. It also deals with what to do **in case you encounter technical problems**.

SECTION 1 – ELIGIBILITY CHECKLIST

Before making an application, please carefully verify whether your application is eligible. In order to be eligible, you will need to tick all boxes under all of the questions below. This checklist is for your own purpose and must **not** be submitted with the application.

1.1. Is my company eligible to apply for Single Project support?

<p>Are you applying as a company? A legally constituted company is a company which has been founded by a legal act compliant with the relevant legislation. <i>Natural persons are ineligible.</i></p> <p style="text-align: center;"><input type="checkbox"/> YES</p>	<p>Is your company an audiovisual production company? An audiovisual production company is a company whose main object and activity is audiovisual production (as indicated in the official national registration documents).</p> <p style="text-align: center;"><input type="checkbox"/> YES</p>	<p>Has the company been legally constituted for at least 12 months prior to the date of application?</p> <p style="text-align: center;"><input type="checkbox"/> YES</p>
IS YOUR COMPANY A EUROPEAN COMPANY?		
<p>Is your company established in one of the countries participating to the MEDIA Sub-programme? - EU Member States; - Eligible non-EU countries: An updated list can be found on the following link: https://eacea.ec.europa.eu/creative-europe/library/eligibility-organisations-non-eu-countries_en</p> <p style="text-align: center;"><input type="checkbox"/> YES</p>	<p>Is your company owned, whether directly or by majority participation (i.e. majority of shares), by nationals from countries participating to the MEDIA Sub-programme (see the previous question)? Note that when a company is publicly listed, the location of the stock exchange will be taken into account to determine its nationality.</p> <p style="text-align: center;"><input type="checkbox"/> YES</p>	
IS YOUR COMPANY AN INDEPENDENT COMPANY?		
<p>Is your company a company which does <u>not</u> have majority control by a television broadcaster, either in shareholding or commercial terms? Majority control is considered to occur when more than 25% of the share capital of a production company is held by a single broadcaster (50% when several broadcasters are involved).</p> <p style="text-align: center;"><input type="checkbox"/> YES</p>		

CAN YOU DEMONSTRATE A RECENT SUCCESS?

Have you produced, in the 5 years preceding the submission of the application, one of following audiovisual works:

- a feature film, animation or creative documentary of a minimum length of **60 minutes** intended primarily for **cinematic release**?
- a fiction project (one-off or series) of a total duration of minimum **90 minutes**, an animation (one-off or series) of a total duration of minimum **24 minutes** or a creative documentary (one-off or series) of a total duration of minimum **50 minutes** intended primarily for the purposes of **television**?
- a fiction project of a total duration or user experience of minimum **90 minutes**, an animation of a total duration or user experience of minimum **24 minutes** or a creative documentary of a total duration or user experience of minimum **50 minutes** intended primarily for the purposes of **digital platform exploitation**? *In case of projects presenting a non-linear user experience (e.g. virtual reality) these minima do not apply.*

YES

Was this previous work:

- a live recording, TV game, talk show, reality show or educational, teaching or 'how-to' programme?
- a documentary promoting tourism, 'making-of', report, animal reportage, news programme or "docu-soap"?
- a project including pornographic or racist material or advocating violence?
- a work of a promotional nature?
- an institutional production to promote a specific organisation or its activities?
- a music video or video-clip?
- a video game, e-book or interactive book?
- a student film or graduation work?

NO

Has this previous work been released or broadcast in at least one country other than the country where your company is based, in the period after 01/01/2017 and before the date of application?

The date taken into account is the date on which the international **commercial** exploitation took place (proof of date of official release in cinema, broadcast date or date of online distribution must be provided in the application).

YES

Do you have revenue reports proving the commercial distribution of this previous work? The revenue reports should relate to the reference period.

Note that screenings during festivals will not be accepted as a commercial distribution.

YES

Can you prove one of the following in relation to this previous work?

- the company applying was the sole production company;
- in case of co-production with another production company, the company applying was the major co-producer in the financing plan or the delegate producer;
- the Chief Executive or one of the shareholders of the company applying has a personal onscreen credit on the work as producer or delegate producer.

YES

1.2. Is my project eligible?

<p>Is the project:</p> <ul style="list-style-type: none"> - a feature film, animation or creative documentary of a minimum length of 60 minutes intended primarily for cinematic release? - a fiction project (one-off or series) of a total duration of minimum 90 minutes, an animation (one-off or series) of a total duration of minimum 24 minutes or a creative documentary (one-off or series) of a total duration of minimum 50 minutes intended primarily for the purposes of television? - a fiction project of a total duration or user experience of minimum 90 minutes, an animation of a total duration or user experience of minimum 24 minutes or a creative documentary of a total duration or user experience of minimum 50 minutes intended primarily for the purposes of digital platform exploitation? <i>In case of projects presenting a non-linear user experience (e.g. virtual reality) these minima do not apply.</i> <p style="text-align: center;"><input type="checkbox"/> YES</p>	<p>Is the project:</p> <ul style="list-style-type: none"> - a live recording, TV game, talk show, reality show or educational, teaching or 'how-to' programme? - a documentary promoting tourism, "making-of", report, animal reportage, news programme or "docu-soap"? - a project including pornographic or racist material or advocating violence? - a work of a promotional nature? - an institutional production to promote a specific organisation or its activities? - a music video or video-clip? - a video game, e-book or interactive book? - a student film or graduation work? <p style="text-align: center;"><input type="checkbox"/> NO</p>	<p>Is the day of principal photography (or equivalent) of the project scheduled to occur within 8 months from the date of application?</p> <p style="text-align: center;"><input type="checkbox"/> NO</p>
<p>DOES YOUR COMPANY OWN THE MAJORITY OF RIGHTS RELATED TO THE PROJECT WITH WHICH IT IS APPLYING?</p>		
<p>Do you own the majority of the rights related to the project with which you are applying?</p> <p style="text-align: center;"><input type="checkbox"/> YES</p>	<p>Do you have a duly dated and signed (by the author(s)) contract covering the rights to the artistic material included in the application?</p> <p>The following types of contracts will be accepted:</p> <ul style="list-style-type: none"> - an option agreement concerning the transfer of rights between the author and the applicant company, of an adequate duration to cover the whole development schedule and clearly setting out the conditions for exercising the option; or - a contract transferring the rights from the author to the applicant company. <p>The option agreement or transfer of rights contract can be replaced by:</p> <ul style="list-style-type: none"> - a unilateral declaration of the transfer of rights to the applicant company where the author is the producer, a shareholder or an employee of the company; - a co-production or co-development agreement duly dated and signed by the parties and clearly showing that the applicant company holds the majority of the rights at the date of the application. <p style="text-align: center;"><input type="checkbox"/> YES</p>	<p><u>Only in case the project is an adaptation of an existing work</u> (novel, biography, etc.): Do you also hold the majority of the rights relating to the rights of adaptation to this work with an option agreement or transfer of rights contract duly dated and signed?</p> <p style="text-align: center;"><input type="checkbox"/> YES</p>

1.3. Is my application eligible?

My company is eligible as I could tick all the boxes under question 1.1. <input type="checkbox"/> YES	My project is eligible as I could tick all boxes under question 1.2. <input type="checkbox"/> YES
My company does not have an on-going Slate Funding grant <input type="checkbox"/> YES	<u>Only in case you are applying for the second deadline for Call EACEA 17/2019:</u> I have not submitted a Single Project application for the 1st deadline of Call EACEA 17/2019 nor a Slate Funding application for Call EACEA 18/2019 <input type="checkbox"/> YES

FREQUENTLY ASKED QUESTIONS (FAQ) ABOUT THE ELIGIBILITY OF APPLICANTS

A company is listed as having two separate business activities. Film production is one of them, but how to prove that this is the main activity?

The best evidence is the text in the national registration certificate and the activity code. Other proofs, such as statutes of the company, can be accepted if the production activity is clearly indicated.

Are there any requirements regarding the minimum size of a company who wants to participate in the Call?

The Guidelines do not contain any indication regarding the minimum size of a company in order to be eligible.

Is an association that is legally registered with the main activity "production of audiovisual works" and which has been developing and producing documentary films for several years eligible?

*An association can be eligible as long as it is officially registered at national level and fulfils all other eligibility criteria such as audiovisual production as its main activity and proven track record.
Natural persons (individuals) are not eligible.*

The company was legally established in 2013, but this year it changed its name and it received a new legal status and a new registration number. Is the company eligible according to the rule of minimum 12 months of legal constitution?

Normally a name change does not imply a change of the registration number. In case of a change in legal status, which often causes a change in registration number, the applicant must prove that all active and passive funds of the previous company have been transferred to the new entity AND that the old company was closed in order to establish operational continuity.

Can I apply as an individual?

No, natural persons (individuals) may not apply for a grant, except self-employed persons or equivalent (e.g. sole traders) where the company does not possess legal personality separate from that of the natural person.

FAQ ABOUT THE ELIGIBILITY OF PROJECTS

Can the second season of a series be submitted for Development support if the applicant company was already awarded support for the development of the first season?

Yes, a new season is eligible as long as the applicant can demonstrate that this project is new and different. Please note that the project will be assessed against the award criteria defined in the Guidelines (amongst others on originality and added value).

Is a remake of a film eligible?

Technically it is eligible. However, it has to have its own identity to be able to achieve a high score under the criteria referring to the quality of the project, and in particular to originality. In addition, the applicant must hold the rights of adaptation of the original work.

Can a project which has been previously supported by the old MEDIA Programme re-apply to Creative Europe?

No as the same action can be supported only once by an EU Programme.

Are theatrical projects that combine animation with live action eligible (e.g. using motion capture technology)? And if so, should the applicant apply under fiction or animation?

Yes, these projects are an eligible genre. The category under which you should apply is determined by the ratio animation/live action and the strategies devised, as well as the outlets thought of.

Are wildlife documentaries eligible?

Reportages are not eligible whatever the subject, but a creative documentary about wildlife is an eligible genre. The experts will evaluate the project against the award criteria defined in the Guidelines (amongst others added value and originality).

FAQ ABOUT MULTIPLE APPLICATIONS/RESUBMISSIONS

Can a producer submit an application as main producer and, under the same deadline/Call appear in another application as co-producer (confirmed by a deal-memo)?

Yes, this is possible as it respects the rule of one application per company.

Can applicants apply for Single Project as well as a Slate Funding with different projects?

No, this is not allowed. An applicant has to choose to apply either for Slate Funding or for a Single Project. If Single Project is chosen, the applicant may only submit one application under one of the two deadlines of the same Call.

If a company received support for a Single Project in the framework of the 2019 Call, can it apply under the 2020 Single Project Call?

Yes, companies selected for a Single Project in the 2019 Call (EACEA 22/2018) can apply with a new project under the present 2020 Call (EACEA 17/2019).

My company has ongoing Slate Funding grant. Can it apply for Single Project support?

No, as long as the Slate grant is on-going, you may not apply for Single Project support.

SECTION 2 - GENERATING AND COMPLETING THE eFORM

2.1. Registration in the Participant Portal

Before being able to create a grant application through the eForm, all applicants have to register their organisation in the Funding & Tender Opportunities Portal. The Portal is the tool through which all legal and financial information related to organisations will be managed. Information on how to register in the Portal can be found at: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/how-to-participate/beneficiary-register>.

If you have additional queries regarding the Portal, please consult the following FAQ: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/support/faq>.

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

COMMON MISTAKE

When registering in the Portal, please be careful to encode the correct 'Registration Date'. This is NOT the date on which the registration in the Portal is done, but the date on which the company was legally registered with the national authorities as a legal entity. The registration date will be used to verify the eligibility criteria.

If after registration any information related to your company changes, you must update your company details in the Portal. Please consult the following FAQ for instructions: <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/support/faq>.

FAQ: I already have a PIC from a previous application. Do I need to create a new one?

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.

HOWEVER, please verify that your company's details are still correct. If the details have changed (e.g. change in address), please update them BEFORE creating the eForm. If you created a PIC before but were not selected for funding, these changes can be made by the person who registered your organisation in the Portal. If you created a PIC before, and it was validated because you were selected for funding, the changes in the Portal must be done by the LEAR (Legal Entity Appointed Representative).

If you have problems accessing the Portal, please contact EC-SEDIA-SUPPORT@ec.europa.eu.

2.2. Generating the electronic application form (eForm)

Once you have your PIC, the eForm can be generated by going to the Participant Partnership Management Tool: <https://eacea.ec.europa.eu/PPMT/>

Ensure that Adobe Reader 9 or higher is installed on your computer.

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)

EU LOGIN (PREVIOUSLY KNOWN AS ECAS) authentication
Access to all of the application options below is validated by EU LOGIN (PREVIOUSLY KNOWN AS ECAS), the European Commission's Authentication Service. Applicants must therefore have an EU LOGIN (PREVIOUSLY KNOWN AS ECAS) account. If you do not yet have an ECAS account, click [here](#) to be directed to the EU LOGIN (PREVIOUSLY KNOWN AS 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 EU LOGIN (PREVIOUSLY KNOWN AS 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.

The screenshot shows two columns of application options. The left column is titled 'Applications for funding' and contains three buttons: 'Create new application for funding' (circled in red), 'Revise list of participating organisations and update application for funding', and 'Resume or print an existing application for accreditation'. The right column is titled 'Applications for accreditation' and contains two buttons: 'Create new application for accreditation' and 'Resume or print an existing application for accreditation'.

Select the Creative Europe Programme

The screenshot shows the EACEA website interface. At the top, it says 'Executive Agency Education, Audiovisual & Culture'. Below that, a breadcrumb trail reads 'Europa > European Commission > EACEA > Home > Funding opportunity'. The main heading is 'Application for funding: selection of funding opportunity'. There is a 'Previous step' button. Below that, there is a 'Select Programme name' dropdown menu with a 'Search' button. The dropdown menu is open, showing a list of programme names: 'ERASMUS MUNDUS', 'Programme_For_Testing', 'EU AID VOLUNTEERS', 'Erasmus+', 'EUROPE FOR CITIZENS', and 'CREATIVE EUROPE'. A red arrow points to the 'CREATIVE EUROPE' option.

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

EDUCATION, AUDIOVISUAL & CULTURE EXECUTIVE AGENCY

Selection of funding opportunity or accreditation type

CREATIVE EUROPE

Programme Code / Call for Proposals	Programme name	Sub-programme name	Action name	Sub-action name	Submission open	Submission deadline
EACEA-01-2017	CREATIVE EUROPE	MEDIA	Sales Agent Support	Sales Agent reinvestment Module 1	15/12/2017	02/10/2018
EACEA-01-2017	CREATIVE EUROPE	MEDIA	Sales Agent Support	Sales Agent reinvestment Module 2	15/12/2017	02/10/2018
EACEA-01-2018	CREATIVE EUROPE	MEDIA	Sales Agent Support	Sales Agent generation	11/07/2018	04/11/2018
EACEA-11-2017	CREATIVE EUROPE	MEDIA	Distribution Automatic Support	Automatic reinvestment Module 1	02/08/2018	14/12/2018
EACEA-11-2017	CREATIVE EUROPE	MEDIA	Distribution Automatic Support	Automatic reinvestment Module 2	02/08/2018	14/12/2018
EACEA-11-2017	CREATIVE EUROPE	MEDIA	Distribution Automatic Support	Automatic reinvestment Module 3	02/08/2018	14/12/2018

Double-click on the line of the type of application you want to make.

Select the language version of the eForm (English, German or French) and click 'Next step'. You must then enter your PIC code, click on 'Add to list', 'Next step' and on 'Create application eForm'. Your eForm will be generated. If Adobe Reader/Acrobat opens, but your screen remains blank, make sure to click on 'Enable All Features'.

FAQ: Can I apply together with co-producers?

No. Development grants are mono-beneficiary support, therefore only one producer should be indicated in the eForm. However, the project can be the subject of a co-production agreement or co-development between producers. The applicant company must nevertheless own the majority of the rights related to the project.

IMPORTANT

The eForm must be saved on your local computer or local network drive before you can start filling it in.

Please verify that you have chosen the eForm corresponding to specific genre (fiction, animation, creative documentary) of your project. You can verify this on the first page of the eForm (Action). If you have chosen an incorrect eForm, please re-start the process of generating your eForm.

2.3. Testing the eForm

Test your connection to the Agency's online submission service. Click on the 'Test your connection' button in the footer of the eForm. This is not to submit your eForm but merely to **test that your software settings and internet connection allow an application to be submitted**. If having clicked on this button, you do not receive confirmation that your connection was successful, please consult the 'Known Issues' section of the eForm homepage: https://eacea.ec.europa.eu/documents/eforms_en. Here you can find, amongst other things, advice on internet settings and Adobe (Reader or Acrobat) security settings, either of which can prevent a successful connection to the Agency's online submission service.

Please note that, if after performing a successful test, you move your eForm to a different computer or upgrade your version of Adobe, you will need to perform the test again. For a fuller description of

how the 'Test your connection' function works, please consult the eForm User Guide (available on https://eacea.ec.europa.eu/creative-europe/funding/support-for-development-single-project-2020_en).

2.4. Completing the eForm

Fields marked with symbol (*) are mandatory.

We will not comment on each and every field in the eForm below, but only on those fields that are important for the eligibility of the application or where common mistakes are made.

COVER PAGE

Please indicate the language used to complete the form

Note that the eForm must be completed in one of the official languages of the Union, preferably in English, French or German. Do not use multiple languages in your eForm/application. If possible, use the same language as the one used for the detailed description of the project, which is to be attached to the eForm (See section 2.5, Annex I below).

PART A

Identification of the applicant and if applicable other organisation(s) participating in the project

A.1. Organisation

The greyed-out areas in this section will be pre-filled with information coming from the Portal. Only the internet address of the company must be filled out manually.

FAQ: There is a mistake in the details /they are not up to date. What should I do?

This means that a mistake was made when you registered the company on the Portal or that the details changed since you registered the company.

It is recommended to correct the details on the Portal and to generate another eForm if you still have time. If you have no validated PIC yet (i.e. you were not selected for funding before), the changes can be made by the person who registered the organisation in the Portal. If you have a validated PIC (i.e. you were selected for funding before), the changes in the Portal must be done by the LEAR (Legal Entity Appointed Representative).

If you have problems accessing the Portal, please contact EC-SEDIA-SUPPORT@ec.europa.eu.

A.2. & A.3.

For each application, a contact person (person responsible for the management of the application) and a legal representative (person authorized to represent the organization in legally binding agreements) must be indicated. By default, these are the same in the eForm. If the contact person is a different person than the legal representative, please click on 'Check this box if the legal representative is different from the person responsible for the management' and you will be able to encode details for the legal representative.

Please use Latin characters and provide professional contact details (not private ones).

Title - Indicate the appropriate title (e.g. Mr., Ms.)

Role in the organisation - Indicate the person's position in the organisation (e.g. President, Chief Executive Officer, Managing Director, etc.).

Phone and fax numbers - Please insert the full numbers including country and city/area code (e.g. +32-(0)2- 2991111). Under "Telephone 2", insert a mobile number of the contact person.

IMPORTANT

Note that the legal representative mentioned in the eForm must be the same person as the one signing the documents that must be submitted together with the eForm.

Should the contact person or legal representative change during the selection procedure, please communicate this immediately, clearly indicating your application submission number, to the following address: eacea-media-development@ec.europa.eu

PART B. Organisation and Activities

The greyed-out section are pre-filled with information coming from the Portal. The rest must be completed manually.

Part B.1. Structure of the organisation

Type of organisation - Select from the drop down menu the corresponding type of organisation (e.g. film producer).

Part B.2. Aims and activities of the organisation

Please provide a short presentation of your organisation. Note that much more detailed information will be requested in Part D.3 of the eForm.

Briefly describe the role of your organisation in the application.

Part B.3. Other EU grants

Please provide information on EU funding received in the past three years. Indicate the EU Programme and the Action (Creative Europe – MEDIA Single Projects), the grant agreement number (contract reference number, e.g. 2016-0000), the company that was awarded the grant and the title of the project.

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-media-development@ec.europa.eu.

PART C. Description of the project(s)

Description of the project for publication

Please provide an overall description of your application. This description may be used by the European Commission in its public dissemination platform in case your application is selected for funding.

As you may not wish detailed information about the project to become publicly available, please consider a general description: type of project (animation, creative documentary, fiction), distribution platform aimed at and envisaged co-production countries.

If you provide this general description in another language than English, you will also need to provide a version in English.

Part C.1. Information concerning the project

IMPORTANT

Verify that the project you apply with is indeed eligible. Carefully consult Section 6.2. Eligible activities of the Guidelines and do the test in Section 1 of this Guide for applicants.

Interoperable standard identifier (ISAN, EIDR, etc.)

If the project already has an interoperable standard identified, such as ISAN or EIDR, it must be indicated in the eForm.

ISAN (International Standard Audiovisual Number) is a voluntary numbering system and metadata scheme for the unique and persistent identification of any audiovisual works and versions thereof including films, shorts, documentaries, television programs, sports events, advertising, etc.

EIDR is a universal unique identifier system for movie and television assets that provides global unique identifiers for the entire range of audiovisual object types that are relevant to the entertainment industry.

Having an ISAN/EIDR (or any other standard identifier) at the moment of application is not mandatory. However, in case your application should be selected for funding, such an identifier will have to be created for your project and this before submission of the final report.

Category

Make sure that your choice here corresponds with the type of eForm you have created. You will receive a warning message if this is not the case. If you have created an eForm for an incorrect type of project, please generate a new eForm of the correct type.

Delivery platform

Please indicate the primary delivery platform you are aiming at for this particular project.

Type of project and Total duration in minutes

Select whether the project is a one-off or a series. In case of series, please indicate the total duration of minutes of the entire series.

Provided artistic material and Language(s) of the submitted artistic material

Identify the type of artistic material that you will provide in the detailed description of the project which you must annex to the eForm. Please carefully consult section 2.5. of this Guide for instructions.

Please also detail the language of the artistic material and other documents (contracts, Lol, etc.) that you attach to the eForm.

IMPORTANT

Correctly identifying the language of artistic material and other documents is crucial information to ensure an adequate evaluation of your application.

Key members of the creative team

Identify the key members of the creative team attached to the project.

Total Development Budget in €

Please encode your total development budget in Euro.

IMPORTANT

In order to be eligible, applications must respect the co-financing principle, i.e. the EU grant requested may not be equal to or higher than the development budget for the project.

The EU grant for Single Project is a lump sum of:

- EUR 60.000 in case of animation*
- EUR 25.000 in case of creative documentary*
- EUR 50.000 in case of fiction if the estimated production budget is equal/above EUR 1.5M*
- EUR 30.000 in case of fiction if the estimated production budget is below EUR 1.5M*

FAQ: Could you please explain what the lump sum funding entails?

A lump sum means that the EU grant requested is calculated on the basis of the genre of the project and not as a percentage of the total costs of the projects as is the case with budget based funding.

In the project proposal, applicants have to present a detailed budget that is coherent with the project activities, and this aspect will be assessed. However, in case of selection, a detailed budget of actual expenditure will not be requested at final report stage. Beneficiaries will be asked to provide the final (or estimated) total development costs and final (or estimated) total production costs (including development) and will have to prove that the project has sufficiently advanced in terms of artistic creative development and financing and marketing research.

FAQ: Can I request more or less than the amount indicated in the eForm?

No, this is not possible as the lump sums per genre are fixed.

FAQ: The EU funding indicated in the eForm is incorrect. What should I do?

Please check that you have chosen the correct sub-action when you downloaded the eForm, i.e. animation, documentary or fiction. You can find this information back on the cover page of the eForm. If you have

created a wrong eForm, you will need to create a new one of the correct genre.

The submitted project is a co-production?

Indicate whether or not your project is a co-production.

If your project is a co-production, please provide all letters of intent and memo deals/co-production agreements in the Annex "Relevant supporting documents of co-production and financing and proof of production and international commercial distribution of previous work(s)" which you must annex to the eForm. For instructions on this annex, please consult section 2.5. of this Guide.

First day of principal photography or equivalent

This date should be at least 8 months after the date of submission of the application. Example: if you submit the application on for example 1/11/2019, the entry into production of your project cannot be earlier than 2/07/2020.

FAQ: What happens if the applicant is planning to start the principal photography according to the Guidelines (later than 8 months after the date of submission), but in the further development process it turns out that they will have to shoot earlier (e.g. due to unexpected casting obligations)?

The project will become ineligible since the eligibility rules must be respected throughout the application and process and during the lifetime of the grant.

Eligibility period

In principle activities may not start before the date of signature of the grant agreement or notification of the grant decision. However, if the development process for the project for which support is being sought is already ongoing and cannot be put on hold for the duration of the selection process for reasons inherent to the nature of the development process, the period of eligibility of costs will start on the date of submission of the application.

If you are in a situation in which you need to start the action and the eligibility period of costs on the date of submission of the application, please click 'Yes'.

Is this project a resubmission?

If you already applied with the same project (even if with a different name) for MEDIA Single Project Support, please tick 'Yes' and describe the substantial changes made to the application since its last submission.

FAQ: Is a project a resubmission if it has already been submitted once as part of a Slate application?

This project will not be considered as a resubmission since the award criteria are different for a Single Project and Slate Funding.

Part C.2. Synopsis

The synopsis can be provided in the language of the project/script. If this language is other than English, an English version of the synopsis must be provided.

Please note that – contrary to the 'Description of the project for publication' – this synopsis will not be made public.

Part C.3. Ownership of rights

Duration of the ownership of rights or option

Please make sure that the dates you fill in correspond to the dates in the rights contract.

If rights are assigned to the company in perpetuity, the field "To (dd/mm/yyyy)" should be filled with the date of 31/12/2099.

***FAQ: In the case of co-production between 2 companies, would a 50/50 share be eligible?
What about in the case of 3 co-producers?***

In the case of 2 co-producers, a 50/50 share of rights is acceptable. Either of the co-producers can apply (but not both). In the case of 3 co-producers, the one that has the biggest share is considered as having the majority (e.g. 35%-33%-32%) and is therefore the one that should apply.

FAQ: Which proofs are required to justify that the company is the owner of the majority of the rights related to the project?

No later than on the date of submission, the company must have a duly dated and signed contract covering the rights to the artistic material submitted in the application. The contract must be duly dated and signed by the author(s). If the project is an adaptation of an existing work (novel, biography, etc.), the applicant must also hold the majority of the rights relating to the rights of adaptation to this work with an option agreement or transfer of rights contract which is duly dated and signed.

The contracts must be provided in Annex I, which must be attached to the eForm. For instructions on compiling this annex, please see section 2.5. of this Guide.

FAQ: If a project is an adaptation and the company has the rights to the book but hasn't yet contracted the writer for the script, will that project be eligible?

The two levels of rights are needed in order to be eligible.

Regarding rights agreements, are option agreements that have not yet been exercised by the production company accepted? The company has an exclusive option to acquire all rights but does not want to exercise the option at this stage as it will trigger a payment.

If the development rights are covered by the option (agreement) at the submission stage, it fulfils the criteria.

PART D. Technical capacity

Part D.1. Shareholding and main activity

Shareholders/Owners

In order to verify that the applicant company is European and independent (see Section 6.1. of the Guidelines for the definitions), complete information on the shareholding of the company must be provided.

The column "Main activity if legal person" applies only in case one of the shareholders is another company. Please describe the nature of business of this company. If this does not apply, insert "N/A".

Date of creation/registration of the applicant company according to the company's registration/memorandum of association

In order to be eligible, the applicant company must have been legally constituted for at least 12 months prior to the date of submission of the application.

FAQ: The company was legally established in 2013, but this year it changed its name and it received a new legal status and a new registration number. Is the company eligible according to the rule of minimum 12 months of legal constitution?

Normally a name change does not imply a change of the registration number. In case of a change in legal status, which often causes a change in registration number, the applicant must prove that all active and passive funds of the previous company have been transferred to the new entity AND that the old company was closed in order to establish operational continuity.

Company's activity exactly as mentioned in the company's registration/memorandum of association

In order to be eligible, the main object and activity of the company must be audiovisual production.

Please copy the company's activity exactly as mentioned in the company's registration/memorandum of association in the original language, and provide a translation in English. In the description, add the activity code under which your company is registered.

FAQ: A company is listed as having two separate business activities. Film production is one of them, but how to prove that this is the main activity?

The best evidence is the text in the national registration certificate and the activity code. Other proofs, such as statutes of the company, can be accepted if the production activity is clearly indicated.

Part D.2. Previous experience of the organisation

In order to be eligible, the applicant must prove that it has produced a previous eligible work (i.e. a work that complies with all eligibility criteria described in section 6.2 of the Guidelines) in the 5 years preceding the submission of the application, and that has been released in cinemas, broadcast on television or distributed on digital platforms in at least 1 country other than that of the applicant in the period after 1/01/2017 and before the date of submission of the application.

IMPORTANT

Carefully verify that the project you encode in this section of the eForm complies with all the criteria. Note that if the previous work in the eForm is not eligible, the **application will be ineligible** even if you are able to provide information on another previous work that does respect the eligibility criteria.

FAQ: What is acceptable as a reference project for a film production company who now wants to apply for a project to be exploited on digital platforms?

Any work described under Section 6.2 of the Guidelines can be accepted as previous work. Crossing genre and platform of the previous experience is also accepted, for example a creative documentary application with fiction track record.

FAQ: If the previous work is a fiction project for television, realised as a series of 20 episodes of 10 minutes, is it eligible?

For fiction aimed at TV, the total length/duration must be of minimum 90 minutes. In this case, 20 episodes of 10 minutes equal 200 minutes and therefore it is eligible.

FAQ: Is a compilation of animated short films with an overall duration of more than 24 minutes eligible as previous work?

The notion of a series implies that all parts/episodes are produced by the same producer and that it sold as a package. Being a producer of a part of a series is not accepted. The producer must have credit for one complete season. If a short film is part of a compilation and can be distributed separately, it would not be an eligible previous work.

Type of experience

In order for the previous work to be eligible, the applicant company must have been the sole producer of the work or – in case of co-production – the major co-producer in the financing plan or the delegate producer. Alternatively, personal onscreen credits as producer or delegate producer are accepted, but only for the Chief Executive or one of the shareholders of the applicant company.

Choose between 'Work produced by the applicant company' and 'Work where personal credit is eligible'.

Financing plan of the previous work

Detail the financing plan of the previous work. In the case where the previous experience is a co-production between different partners, the table of the "Financing plan of the previous work" allows for the inclusion of up to 10 partners. If there are more than 10 partners, you should only list the partners with the highest percentage of contribution to the reference work.

IMPORTANT

In case the previous work was a co-production with another production company, the application company must be the major co-producer in the financing plan or the delegate producer.

Evidence demonstrating that the applicant company produced the eligible previous work

You may choose more than one field regarding the evidence demonstrating that your company produced the eligible previous work.

IMPORTANT

The evidence must be provided in the annex 'Relevant supporting documents of co-production and financing, and proof of production and international commercial distribution of previous work(s)', which must be attached to the eForm. For instructions on compiling this annex, please see section 2.5. of this Guide.

FAQ: What kind of document is needed in order to demonstrate that the applicant company produced a previous eligible work?

If the company was the sole production company, the proof will consist of the onscreen credits. If the previous work was a co-production, the applicant must prove that it was the major co-producer in the financing plan or the delegate producer. In the first case, a certified final budget would be the proof. In the second case, onscreen credits as delegate producer or the co-production agreement where this is stated are required.

When using a personal credit of the Chief Executive or one of the shareholders of the company, only onscreen credits as producer or delegate producer are accepted.

FAQ: If two producers from different companies are both listed as producers in the onscreen credits, can they both use this production as reference work?

When it is a personal onscreen credit as producer and both persons are credited as such for the film, both can use it. Credit as co-producer will not be accepted.

FAQ: Could the previous work of an US producer working for a European company be eligible as previous work?

If personal credit is used, nationality is not taken into account. However, the US producer must either be the Chief Executive or one of the shareholders of the applicant company, and must have a personal onscreen credit as producer or delegate producer.

Recent success

The previous eligible work must have been released or broadcast in at least 1 country other than that of the applicant in the period after 1/01/2017 and before the date of submission of the application.

The date taken into account to verify this is the date on which the international commercial exploitation took place (date of official release in cinema, broadcast date or date of online distribution). Commercial distribution online and distribution from international sales agent are accepted only if duly documented by a revenues report related to the reference period. In the case where no revenue reports are contractually available, the original agreement/proof of sale will be accepted. Screenings during festivals will not be accepted as a commercial distribution.

Fill in the table by providing for each territory in which the previous work was released or broadcast (other than that of the applicant company), the name of the distributor, the date of official release in cinema, broadcast date or date of online distribution, and detail the type of evidence that you will provide in Annex V to your eForm.

IMPORTANT

The evidence must be provided in the annex 'Relevant supporting documents of co-production and financing, and proof of production and international commercial distribution of previous work(s)', which must be attached to the eForm. For instructions on compiling this annex, please see section 2.5. of this Guide.

FAQ: Is a previous work accepted if the cinema release or the broadcast date is out of the reference period, as long as the distribution contract was within this timeframe?

No, only effective distribution is taken into consideration.

FAQ: Is the previous work eligible if it has been distributed in a country that is not participating in the MEDIA Sub-programme?

Yes. International commercial exploitation in any country (other than that of the applicant) can be taken into consideration.

FAQ: Is DVD distribution of the previous work eligible?

DVD distribution is not eligible. Only the date of official release in cinema, television broadcast date or date of online distribution are accepted.

COMMON MISTAKE

Screenings during festivals will not be accepted as a commercial distribution.

Part D.3. Presentation of the applicant company

This part is mandatory. Please make sure that you address all elements as requested in the eForm.

PART E. Project implementation/award criteria

IMPORTANT

The award criteria and their weight have changed compared to previous years. Please consult Section 9 of the Guidelines.

The information in this Part will serve as a basis to evaluate the award criteria.

Miscellaneous

Is the submitted project specifically targeted at a young audience (children up to 16 years old) as evidenced by the content being suitable for and the strategies being specifically targeted at this age group?

In the case of fiction and creative documentaries, clicking 'Yes' will imply that you are asking for the 5 additional young audience points.

IMPORTANT

The attribution of the 5 additional young audience points is subject to evaluation. They can only be attributed to fiction and creative documentary applications that are specifically targeted at a young audience of children up to 16 years old, as evidenced by the content being suitable for and the strategies being specifically targeted at this age group. As such, this will have to be addressed in detail in the application and substantiated in the strategies provided.

Projects targeting a larger audience segment, including a young audience up to 16 years old, will not be eligible for the additional young audience points.

PART F. Budget

It is recommended to first prepare the Excel budget, using the mandatory template, and to then copy the figures to Part F of the eForm. The EACEA/MEDIA Contribution is filled in automatically based on the type of eForm you have created.

IMPORTANT

*For **Fiction projects**, the eForm opens with a lump sum of EUR 30.000. However, if the production budget indicated in C.1 is EUR 1.5M or higher, the lump sum will change automatically to EUR 50.000 after saving, closing and re-opening the eForm.*

The total expenditure and the total income (grey fields) must be balanced.

All lines must be filled in - 0 (zero) is the default value. "Development and production costs related to the short film" and "Indirect costs" are set to 0 € as they do not apply to Single Project. This cannot be changed.

IMPORTANT

In case of discrepancy between the amounts encoded in Part F of the eForm and the Excel version of the budget, the amounts encoded in Part F of the eForm will prevail.

Miscellaneous

FAQ: What is the "Value of the library" mentioned in the Miscellaneous section?

"Value of the library" is a line in the Annual Accounts of a company, but it might vary according to the accounting system of the country in question. It is an estimation of the total value of the works produced by the applicant company.

2.5. Attachments

IMPORTANT

*The annexes are mandatory and must be attached to the eForm. There is a limit to the **total combined** size of your attachments of **10MB**, so make sure to scan documents in low resolution (but be sure that they are legible).*

If you receive a message advising you that the total size of the documents exceeds the maximum allowed, please reduce the size as this will block submission.

*The information to be provided in the Annexes **cannot** be provided in the form of **downloadable documents** (WeTransfer, Dropbox, FTP links etc.). **Only** external links to material such as **high resolution images or audiovisual presentation material** (showreels, trailers, etc.) can be accepted and **only in support of other information provided in the Annexes themselves**. In any case, such exceptional external links must be stable and may not be modified after the date of submission. If there is no way to verify that the material has not changed after the date of submission of the application, it will under no circumstances be considered in the evaluation of the application.*

If a mandatory template exists, it can be found on the website https://eacea.ec.europa.eu/creative-europe/funding/support-for-development-single-project-2020_en

Annex I. Detailed description of the project

The artistic material related to the project must be included in Annex I – Detailed description of the project.

The template for how to structure your 'Detailed description' can be found in the Annexes section of the following webpage: https://eacea.ec.europa.eu/creative-europe/funding/support-for-development-single-project-2020_en.

IMPORTANT

The amount and extent of information to be provided depends on the genre of your project and the stage of development, meaning that not all documents listed below are mandatory. However, keep in mind that this material will be used to evaluate your application on the basis of the award criteria so make sure that you cover all aspects of these criteria.

*Nevertheless, **too much information** is not necessarily conducive to a proper evaluation of your application. That is why – for certain types of material – we impose a **maximum number of pages** (see **limitations below**). **These limitations need to be respected! In case you exceed them, the evaluators are not bound to read the material that exceeds the maximum mentioned below.***

We suggest providing the following information in Annex I **if available** (depending on the stage of development and the genre of the project):

1. List of contents
2. In case of a fiction project:
 - Logline – Maximum 2 to 3 sentences
 - Link to trailer/teaser (if available)
 - Synopsis – Maximum 1 page

- Series pitch in case of a series (describing the main premise of the series, the setting, the storylines, the narrative style and the general idea) – Maximum 3 pages
- Characters' description (and casting proposals) – Maximum 3 pages
- Treatment – Maximum 10 pages
- Episode outline in case of a series – Maximum 10 pages
- Visual approach, artistic approach, mood board (and references) – Maximum 5 pages
- Director's and/or producer's note – Maximum 3 pages
- A sample of the latest script, with dialogue samples – Maximum 20 pages
- Proof of ownership of the rights to the project (the document must correspond to the type of document chosen in section C.3 of the eForm)

In case of a creative documentary:

- Logline – Maximum 2 to 3 sentences
- Link to trailer/teaser (if available)
- Synopsis – Maximum 1 page
- Description of context/motivation, creative nature, characters, visual/artistic and narrative approach – Maximum 6 pages
- Treatment – Maximum 6 pages
- Episode outline in case of a series – Maximum 10 pages
- Director's and/or producer's note – Maximum 3 pages
- Proof of ownership of the rights to the project (the document must correspond to the type of document chosen in section C.3 of the eForm)

In case of an animation project:

- Logline – Maximum 2 to 3 sentences
- Link to trailer/teaser (if available)
- Synopsis – Maximum 1 page
- Description of characters, backgrounds/worlds, themes, sound treatment, visual approach, artistic approach, mood board, concept art/graphic pitch bible – Maximum 15 pages
- Treatment – Maximum 10 pages
- Episode outline in case of a series – Maximum 10 pages
- Director's and/or producer's note – Maximum 3 pages
- A sample of the latest script, with dialogue samples – Maximum 20 pages
- Proof of ownership of the rights to the project (the document must correspond to the type of document chosen in section C.3 of the eForm)

Annex II. - Budget (in excel format)

The **mandatory template** can be found on the website https://eacea.ec.europa.eu/creative-europe/funding/support-for-development-single-project-2020_en.

IMPORTANT

Please do not insert new lines in the template.

*Take sufficient time to prepare your budget. You need to do this before starting to fill in the eForm. All amounts must be given in € (euro). Applicants from countries outside the 'euro zone' must use the official EUR exchange rate (accounting rate) published by the Commission's Directorate-General:
http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/index_en.cfm*

FAQ: A company applying for a theatrical fiction project is also keen to develop an online platform which will expand the world of their character and hopefully assist with the marketing of the project. Would the design and plan of this platform be considered an eligible cost?

Yes, they are considered as marketing actions and are therefore eligible.

Annex III. - Duly dated and signed Declaration of honour

The **mandatory template** can be found on the website https://eacea.ec.europa.eu/creative-europe/funding/support-for-development-single-project-2020_en.

COMMON MISTAKES

Please make sure that the Declaration on the honour is filled out correctly, i.e.:

- Title of the project: the title you encoded on the cover page of the eForm
- Company Name: the legal name of your company
- On the first line, after "I, the undersigned, representing the following legal person/company": the legal name of the company (and not the name of the legal representative)
- On the third line: the correct EU grant requested, i.e. the exact same amount as you encoded next to 'EACEA/MEDIA Contribution' in Part F of the eForm.
- Next to signature: signature of the legal representative of the company, as identified in Part A.3 of the eForm
 - Date: date of signing the declaration
 - Name and first name of the legal representative, as identified in Part A.3 of the eForm
 - Done at: state the location where the declaration was signed

Annex IV. - Track record

The **mandatory template** can be found on the website https://eacea.ec.europa.eu/creative-europe/funding/support-for-development-single-project-2020_en.

You must provide the requested information about the main works the applicant company produced or co-produced in the last 5 years.

IMPORTANT

*Note that if the previous work in the eForm is not eligible, the **entire application will be ineligible**, even if you are able to provide information on another previous work, for example in the track record, that does respect the eligibility criteria.*

FAQ: Should the track record of all the producers involved be attached to the application?

The ground rule is that the applicant company must have a track record.

Annex V. Relevant supporting documents of co-production and financing AND proof of production and commercial international distribution of previous work(s)

An applicant may include letters of intent for co-development or co-production, any letter showing pre-sales or possible distribution and/or respective agreements considered useful for the evaluation of the submitted project.

In any case, the applicant must provide proof of production and commercial international distribution of the previous work mentioned in Part D.2 of the eForm (used to verify the eligibility of the application).

The template for how to structure Annex V can be found in the Annexes section of the following webpage: https://eacea.ec.europa.eu/creative-europe/funding/support-for-development-single-project-2020_en.

We suggest that you provide the following information in Annex V:

1. List of contents
2. Information on the previous work
 - Proof of credits on the previous work: In case of sole production company or co-production as delegate producer, this must be proven by onscreen credits. In case of co-production where the applicant company is the major co-producer in the financing plan, a certified final budget must be provided. In case of personal credit of the Chief Executive or one of the shareholders of the applicant company, proof of onscreen credit as producer or delegate producer must be provided.
 - Proof of the date of official release in cinema, broadcast date or date of online distribution within the reference period (i.e. after 01/01/2017 and before the date of application)
 - Proof of the commercial nature of the distribution of the previous work within the reference period (i.e. after 01/01/2017 and before the date of application)
3. Information on the submitted project
 - LOI and deal memos, if any
 - Any other material

SECTION 3 - CONTACTS WITH THE AGENCY

3.1. Help preparing the application

The Agency cannot help you preparing an application. All queries related to the preparation of an application should be addressed to the **Creative Europe Desk** or antennae of your country. A contact list is available at: https://ec.europa.eu/programmes/creative-europe/contact_en.

3.2. Submitting the eForm

Deadline: 13 November 2019, before 17.00h Brussels time for the first deadline, 12 May 2020, before 17.00h Brussels time for the second deadline.

Once your eForm is complete and all mandatory documents have been attached, **you must validate and submit it.**

Before submitting the application, **ensure that the e-mail address of the contact person is correct as this address will be used to send an e-mail from the Agency acknowledging receipt of your electronic application.**

IMPORTANT

It is strongly recommended not to wait until the last day and a fortiori the last minute to apply.

The submission process itself may take several minutes to complete. Only if the application is received by the Agency's servers by the deadline will it be deemed admissible. Failed submission attempts, whatever may be the reason, will not be accepted.

*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 and that you have received an e-mail acknowledging receipt and stating your submission number.

*In case of a **technical problem on the day of the deadline**, please immediately send an e-mail with the complete and validated eForm, including the attachments, accompanied by print screens of the technical problem and clearly describing the technical problem to the two functional boxes:*

*eacea-media-development@ec.europa.eu
and
Eacea-Helpdesk@ec.europa.eu*

In case the above e-mail reaches us after the deadline, your application will be inadmissible.

FAQ: Is it possible to make changes to an application which has already been submitted as long as the deadline has not passed yet?

If time permits, we recommend that you submit a new, modified application and inform us. If you have run out of time, please send an e-mail with the corrections needed. In any case, please immediately – and in any case BEFORE the deadline – contact eacea-media-development@ec.europa.eu stating the reference number of your initial applications and the changes needed.

FAQ: Can I send additional documents or modify my application after the deadline?

No, the application cannot be modified after the deadline, nor can any additional information (for example concerning additional funding obtained) be taken into consideration.

FAQ: I have not received an acknowledgment of receipt of my application, what shall I do?

First check that you have provided a correct e-mail address for the contact person in the eForm. If this was not the case, please notify eacea-media-development@ec.europa.eu, quoting the reference number of the application and the name of the company.

If the e-mail address in the eForm is correct, **immediately** send a message to eacea-media-development@ec.europa.eu **before the deadline**, together with the complete and validated eForm and all of its annexes in attachment.

3.3. Technical problems during the submission

For **technical problems** related to the eForm, please consult the **eForm User Guide**: https://eacea.ec.europa.eu/creative-europe/funding/support-for-development-single-project-2020_en.

In case of a **technical problem well before the deadline** (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'** on the following page: https://eacea.ec.europa.eu/documents/eforms_en. It, amongst others, explains what to do in case your submission is unsuccessful due to a **'Network Error'**.

After referring to these documents, if 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) so that there is a written trace of your question. When doing so, attach your eForm and all of its annexes and clearly describe the technical problem. It is advisable to attach print screens (showing date and time) to illustrate the problem.

On the day of the deadline, the HelpDesk can also be joined by phone (**+32 229 90705**), though it is not recommended because the lines may be busy. In any case after a call, it is necessary to send an e-mail afterwards (but still before the deadline), 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)**.

After 17:00 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**

FAQ: I have tested the connection, my eForm is fully valid and all documents are attached, yet I cannot submit my application. I receive a warning message stating a "submission error" mentioning that due to a technical problem, the submission process has failed.

This type of message often appears when your security settings do not enable the sending of the eForm. You have first to check your security settings and disable them by following the instructions that you can find in the **'Known issues'** section of the following webpage:

https://eacea.ec.europa.eu/documents/eforms_en