



CHALLENGE to CHANGE

Application Manual

Instructions how to fill in Application Form

April 2017

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1 Introduction

This Application Manual will help the Applicant to apply on-line for a published call for proposals. The electronic Management System for Application and Evaluation (hereinafter eMSAE) is the web management system developed to facilitate the submission of applications for calls for proposals launched during the implementation of the project Challenge to Change. The Application Manual includes instructions on how to fill in the on-line Application Form and in that respect contains parts/images of the Application Form within eMSAE. Furthermore, the system allows project management team to collect and store all necessary project information and potential applicants and beneficiaries to communicate with the project team electronically via a secure online web portal.

The aim of eMSAE is to increase the efficiency of the management of the call for proposals and to offer a better service to applicants and beneficiaries through a new panel of functionalities such as the on-line submission and the possibility to follow up online the status of their application.

The eMSAE is a new system developed for the purpose of the Challenge to Change project. For that reason, during your work in the eMSAE, some technical glitches might occur. That is why we recommend to read carefully these instructions and to bear in mind general tips and tricks mentioned at the end of this document.

In case of a discrepancy between the relevant sections of this Application Manual and Application Form in eMSAE, the Application Form in eMSAE shall prevail.

We also advise potential applicants not to wait for the last day of deadline for submission of applications to submit their Application in eMSAE.

2 Technical information and system requirements

The eMSAE is a web application which can be accessed with recent versions of most common browsers (e.g. Internet Explorer 11, Firefox 51, Chrome 56, Opera 44, Safari). The functionality of the system follows the common standards of web applications for entering and submitting form data. The eMSAE web system can be accessed on the following link: <http://www.C2C.ba>.

In order to serve as the functional tool for the efficient implementation of the C2C project, it is envisaged that the web platform will comprise the following modules:

- *Web presentation of C2C project:* The first module includes the start web page with information about the project "Challenge 2 Change" and the possibilities of applying to the Project Fund.
- *Electronic system for submission of applications:* Potential applicants have the possibility to apply for the "Challenge 2 Change" fund through this module of web platform.
- *Electronic system for evaluation of applications:* Designed module with the ability to review and evaluation of submitted applications by the evaluation committees.

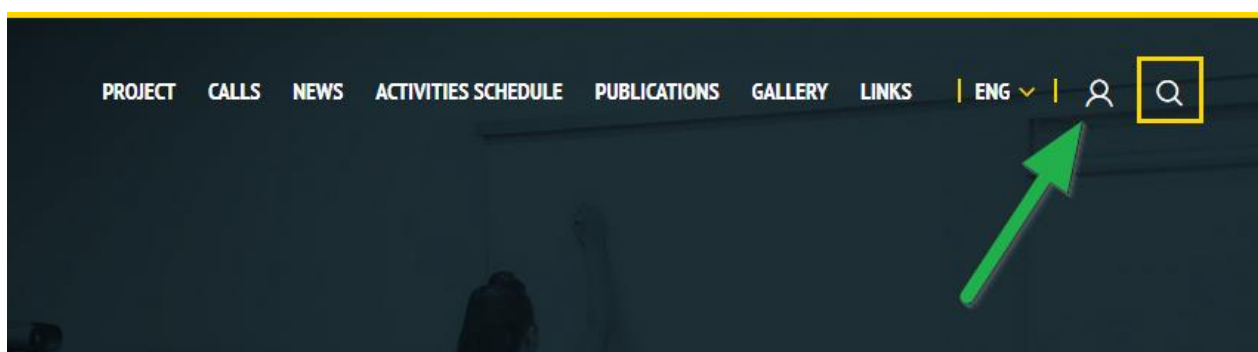
- *Electronic system for monitoring implementation of grants:* Beneficiaries of grants have the option of submitting the report on the implementation through this module while C2C project team has the opportunity to review and approval of the same.

3 Access and registration to eMSAE

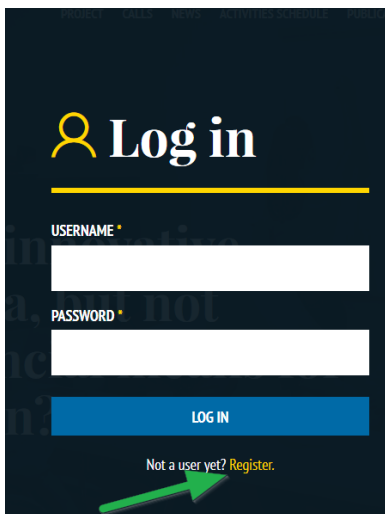
The Challenge to Change project web site can be accessed on the following link: www.C2C.ba. A screen similar to the one below will be displayed.



In order to apply to the Challenge to Change Fund, a potential applicant must enter into eMSAE, which is available by clicking the symbol pointed by the green arrow on the figure below.



The following login form will appear then and potential applicant needs to register first by clicking on the "Register" link and fill in all the fields in order to create its own account.



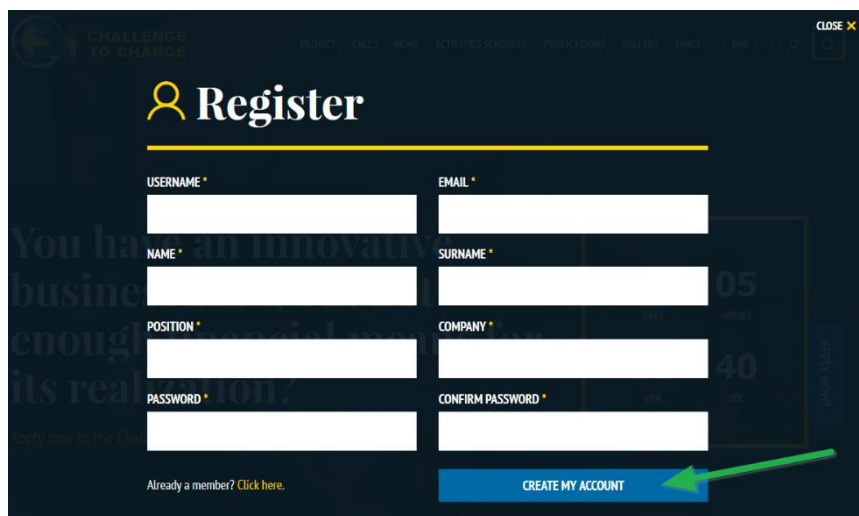
Log in

USERNAME *

PASSWORD *

LOG IN

Not a user yet? [Register.](#)



Register

USERNAME *

EMAIL *

NAME *

SURNAME *

POSITION *

COMPANY *

PASSWORD *

CONFIRM PASSWORD *

CREATE MY ACCOUNT

Already a member? [Click here.](#)

Username will be used to log in and submit the applications. It can be freely chosen by the applicant. Username is unique in the eMSAE – the system doesn't allow more than one applicant with the same username.

Email is the e-mail address of the Applicant. One e-mail address can be used per one username only. Once the Applicant registers, it is not possible to make new registration with different username by using the same e-mail address.

Name, Surname, Position, and Company are the personal data of the applicant.

Password is used for the authorization of the Applicant, and it is required for the access to the system. Password must have 6-20 characters, can contain letters ('A'..'Z','a'..'z'), digits (0..9) or punctuation marks (.,/-) and must have at least one letter. In the case the password is forgotten it can be changed by clicking on Forgot Password on the Login form.

After completing all fields required by registration and receiving confirmation mail by the system, it is possible for the user to login. Please also check your spam filter if your confirmation mail is there. The person registering in eMSAE should be preferably the contact person of the organization. Automatically generated eMSAE notifications (i.e. on successful submission of the application) will be sent to the user's e-mail address registered within the eMSAE. Only after receiving your confirmation, you will be able to log-in to the eMSAE and apply your project proposal by filling-in and submitting the application form.

Registered users may use the same access data to the system by application to the next calls for proposals submission of project ideas. Also the same access data can be used in case of approval of the project idea to approach the next module in the web platforms.

After successful registration, the web platform leads a user to the page for data entry of the applicant (details about company, owner, director, type of company, address, other contact details, etc.). All users who participate in the application process must go through this procedure i.e. this also applies to partners who applied together with the main applicant. Also, in this section should be entered basic financial data that will be used to verify the financial capacities of a potential applicant.

USER SETTINGS

Company details

1 APPLICANT DETAILS

Name of company/business

ID

VAT

Address

Registration type & number

Category

☐ Startup ☐ MSME

Description of current business activities

1000 characters left

2 OWNER OF THE COMPANY

Gender

☐ Male ☐ Female

Birth year

Name

Surname

3 DIRECTOR OF THE COMPANY

COPY FROM OWNER

Gender

☐ Male ☐ Female

Birth year

Name

Surname

4 CONTACT PERSON

Name

Surname

Position

Phone

Email

SAVE SETTINGS

4 How to fill in the application form

Before drafting your project proposal, the following relevant aspects have to be taken into account:

- The eMSAE allows only one application submitted per Applicant as specified in Guidelines for Applicants;
- The eMSAE provide warnings on possible errors or unfilled sections;
- It is of vital importance to save the data before leaving a section in the Application Form (Save button at the bottom of the page) if you do not want to lose them. Similarly, when filling-in longer sections, please remind to regularly save in order to avoid losing data in case of interruptions of the internet connection or other technical problems;
- Almost all fields are mandatory and have to be filled-in. The system will alert you otherwise;
- Fields in the eMSAE have character limitations. The correct maximum number of characters allowed is reported in each field to be filled-in;
- Be aware that characters in excess will not be recorded;
- In drafting Application an Applicant is recommended to use the off-line application form available by the project team in order to draft its application;
- Applicants are advised not to submit their application forms at the very last minute before the closure of the Call. Submission will no longer be technically possible after the announced deadline of the Call;
- Applicants have to read the Guidelines for Applicants when filling in the application form in order to apply its rules.

4.1 Creating an application

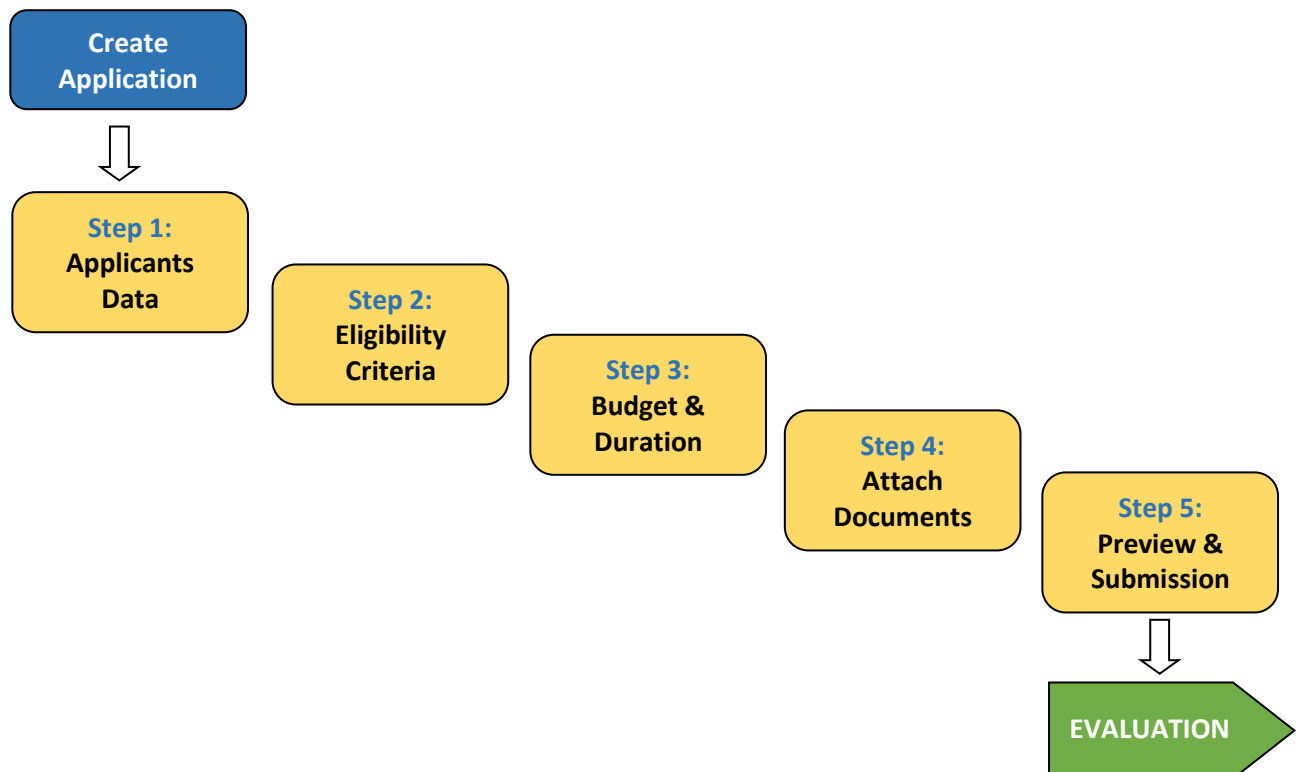
To create a new project proposal, click on *Apply Now* on the main page as pointed by green arrow on the figure. Alternately, you can apply by going to menu “Calls” and click *Apply Now* in that section. The eMSAE will open application form, which is divided into different tabs. Project proposal is actually created in the eMSAE database only after the Applicant has successfully saved the application form for the first time by clicking on the *Save* button. The term “Application” within the eMSAE refers to the project proposal.



The business entity which created the project proposal in the eMSAE is considered as the Applicant and is responsible for the submission of the application.

4.1 Steps in application submission process

The following figure presents all basic steps from creating application to submission of the application within the eMSAE:



Step 1: Applicants Data

In this step of completing your Application, you are entering basic data about your Application such as location, project Influence to environment, financial indicators and in this part you are also assigning partners to be involved in the implementation of project activities. Before you can do so, the other project partners need to be registered in the eMSAE and provide their user names to you.

Applicants data

1
2
3
4
5

1

APPLICANT LOCATION

Country of registration

☐ Bosnia and Herzegovina
 ☐ Sweden

2

PARTNERSHIP

Do you have partners on this project?

☐ Yes
 ☐ No

3

PROJECT INFLUENCE

Is there negative impact of project on environment?

☐ Yes
 ☐ No

4

FINANCIAL INDICATORS

Previous year		Last year	
Income Operating income 100 Financial income 100 Extraordinary income 100 Total income 300 Financial result 150	Expenditures Operating expenditures 50 Financial expenditures 50 Extraordinary expenditures 50 Total expenditures 150	Income Operating income 200 Financial income 200 Extraordinary income 200 Total income 600 Financial result 300	Expenditures Operating expenditures 100 Financial expenditures 100 Extraordinary expenditures 100 Total expenditures 300

After entering data on financial indicators you can save your data and proceed to step 2, save your data and continue to the next step at later time, or even cancel your application as shown on the figure below.

CANCEL MY APPLICATION ✕
SAVE
PROCEED TO STEP 2 >

Step 2: Eligibility Criteria

This step contains basic information about the project classified in the following subsections:

- Business / Innovative idea
- Uniqueness and innovativeness of product, service and/or process
- Social responsibility and inclusiveness

The coded project number is automatically generated once the Application was saved for the first time. Application form will be then encoded in such a way that the first part of the applications is to be replaced by code. It is important to point out that Evaluators can evaluate the quality of application from this step on and that they cannot see the name of applicant or similar data from step 1.

The Project title should be short, straightforward and give a clear idea of what the project is about.

Eligibility criteria

12345

1 BUSINESS / INNOVATIVE IDEA

Project Name

Description of project and innovativeness (with description of problem or needs)
2500 characters left

Description of New product, service and / or Process
3000 characters left

2 UNIQUENESS AND INNOVATIVENESS OF PRODUCT, SERVICE AND/OR PROCESS

Is product, service or process new on the market of B&H?

As it is stated in the previous step after completing all required data you can save your data and proceed to step 2, save your data and continue to the next step at later time, or even cancel your application.

Step 3: Budget & Duration

In the first part of this step, the Applicant has to define time frame of the project implementation by clicking drop down menu and choosing the number of months (maximum allowed number of months is 12).

Implementation cost

12345

Please specify the time frame of project implementation in months

Budget line	Unit of measure	Quantity	Price (EUR)	Amount (EUR)	Item explanation
1. Staff*		1	0,00	0,00	
2. Administrative costs**		1	0,00	0,00	
3. Implementation cost***		1	0,00	0,00	
4. Total project budget (EUR) (1 + 2 + 3):					
5. The amount of co-funding by the applicant (EUR):					50% of total project budget
6. The required amount of co-funding by Sida (EUR) (4-5):					

* Staff costs include direct compensation for the costs of employees working on the project (salaries, taxes, contributions, etc.)

** For the procurement of equipment (budget group 2), please specify each product you are planning to purchase during the project implementation. The need for this kind of costs must be explained in detail in the project proposal, and the equipment cannot be subject of transfer of ownership for at least two years after project completion.

*** For this budget group (budget group 3), please describe with more details and budget lines all costs necessary for the successful implementation of the project. The budget group includes all other costs necessary for implementation of the project and the achievement of project objectives

CANCEL MY APPLICATION ✕
SAVE
PROCEED TO STEP 4 >

The project budget table includes the following headings: *Staff*, *Administrative costs*, and *Implementation costs*.

- Staff costs include direct compensation for the costs of employees working on the project (salaries, taxes, contributions, etc.).
- For the procurement of equipment (heading 2), please specify each product you are planning to purchase during the project implementation. The need for this kind of costs must be explained in detail in the project proposal, and the equipment cannot be subject of transfer of ownership for at least two years after project completion.
- For this budget group (heading 3), please describe with more details and budget lines all costs necessary for the successful implementation of the project. The budget group includes all other costs necessary for implementation of the project and the achievement of project objectives.

The budget is presented in EUR. Costs and unit values are rounded to the nearest euro. In order to enter new row for the specific heading, you need to click plus sign data at the top right corner of the heading section as shown at the figure below. Similarly, if you want to delete the row just click on the minus sign at the right side of that row. Amounts in the total cells are automatically calculated after entering new data.

Budget line	Unit of measure	Quantity	Price (EUR)	Amount (EUR)	Item explanation
1. Staff*					
Programmer	month	2	1000,00	2.000,00	Cost for 4 month of 50% engagement...
		1	0,00	0,00	
2. Administrative costs**					
Equipment	psc	1	8500	8.500,00	Purchase of machine for...
3. Implementation cost***					
Promotion	psc	1.00	300,00	300,00	
4. Total project budget (EUR) (1 + 2 + 3): 10.800,00					
5. The amount of co-funding by the applicant (EUR):					0,00% of total project budget
6. The required amount of co-funding by Sida (EUR) (4-5): 0,00					

Any grant requested under C2C calls for proposals must not exceed the maximum amount of 30.000 EUR for mature business entities and 10.000 EUR for start-ups. Minimum co-financing share of an applicant own contribution must not be below 50% of the overall costs of the project implementation. Maximum co-financing share percentages of an applicant own contribution is not limited.

To define own contribution, the Applicant must insert the contributed amount in the cell right to the title of the fifth heading "The amount of co-funding by the applicant" marked in red rectangle at the figure above and the percentage of its contribution will be calculated automatically.

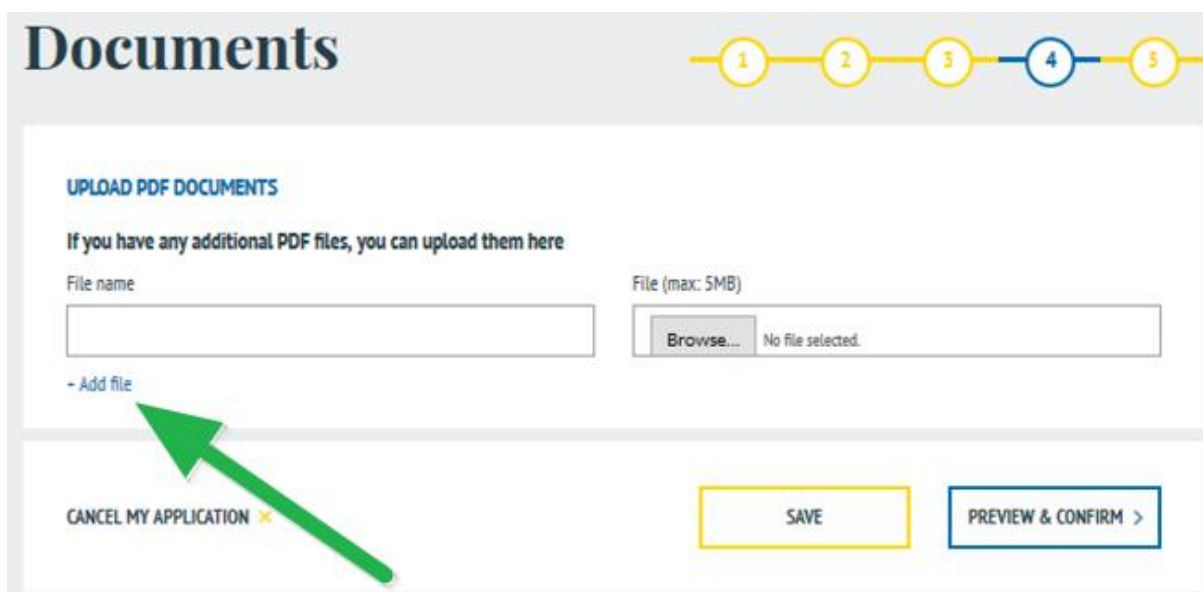
Step 4: Documents

This step allows the Applicant to upload all necessary documents as requested by project Challenge to Change and specified in Guidelines for Applicants.

For the purpose of eligibility check of the Applicant, the following documents should be annexed to the Application (scanned as PDF and uploaded via eMSAE):

- a) The registration acts in accordance with relevant national law;
- b) Identification number issued by tax administration;
- c) Profit Loss Accounts;
- d) Balance Sheets.

In order to upload your documents i.e. scanned versions in Adobe Acrobat format (pdf), you need first to describe the document you are uploading in the left box and then to browse and upload the required document. If you need to add another document, please click on Add file as pointed by the green arrow at the figure below.



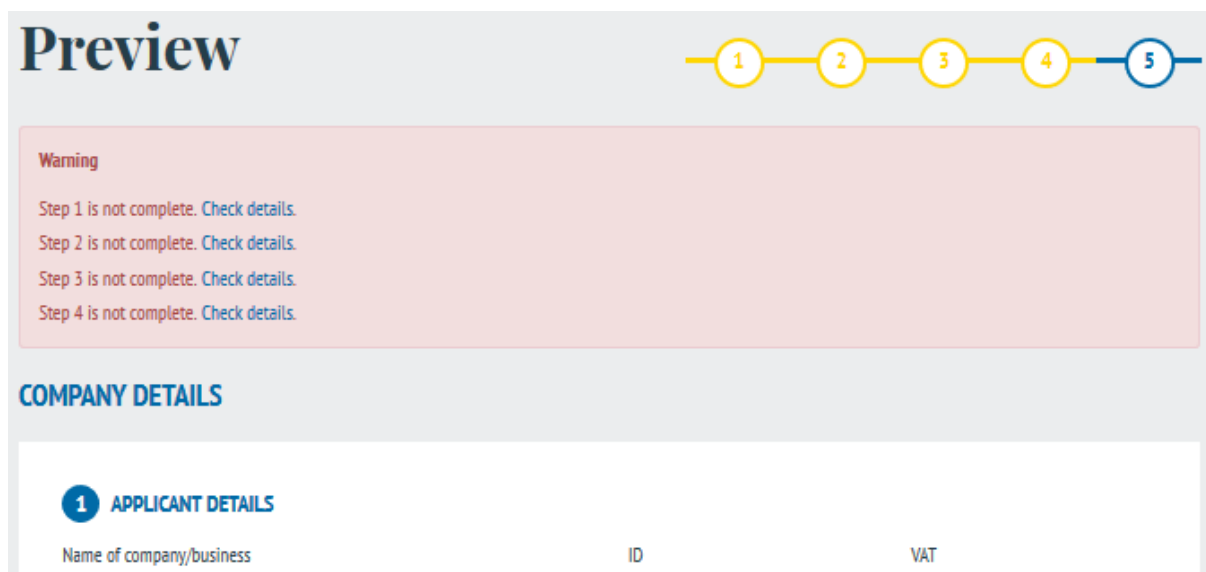
Please note that the maximum size of one uploaded pdf file is 5 MB, so during the scanning please take care that your file is properly optimized.

Step 5: Preview and submission

After completing the application form and attaching all necessary supporting documents, having saved your application regularly, it is recommended to check your application once again in this step in order to make sure that relevant content is inserted into application.

During the filing in data in the previous steps, the eMSAE performed automatic check of the applica-

tion, such as missing or wrong data, you were required to correct this before you can proceed to the next step.



Preview

1 2 3 4 5

Warning

Step 1 is not complete. [Check details.](#)

Step 2 is not complete. [Check details.](#)

Step 3 is not complete. [Check details.](#)

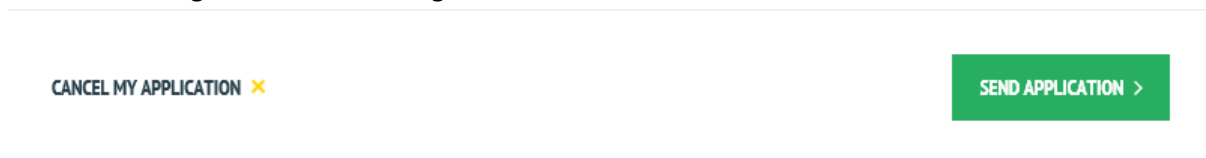
Step 4 is not complete. [Check details.](#)

COMPANY DETAILS

1 APPLICANT DETAILS

Name of company/business	ID	VAT
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Only after all checks are passed, you will be able to submit your application by clicking on “Send Application” in the right left side of the figure below.



[CANCEL MY APPLICATION](#) ✕

[SEND APPLICATION](#) >

After the submission of the Application, the Applicant will receive an automatic email confirmation. Once submitted no modifications to the project proposal will be possible by the Applicant.

5 General Tips to Help You with Your Application

Please take into consideration the following instructions for filling-in the application form:

- Take the time you need to complete your application properly, save it regularly and do not forget to submit your application before the deadline.
- Once you have submitted your application, you will not be able to make any changes.
- Ensure that the e-mail address you wish to link your application to is valid and will be active and accessible for the complete duration of the selection procedure.

- It is highly recommended to gather all the relevant information before starting to fill in the Application Form.
- Please note that text fields have a limited number of characters. If you try to input a longer text into such a field, you may experience that the text will be cut or that you may not be able to paste the text. Also, usage of font styles other than regular (bold, italic or bold italic, underline) is not possible. Please be aware that the form itself will not be assessed, but the content of the Application.
- The Application must be filled in either in one of the official languages in Bosnia and Herzegovina or English. The same language must be used all the time. This language would be then considered as the language of that project during the evaluation and implementation.
- When filling in longer sections, please remember to regularly save data, in order to avoid data loss in case of interruptions of the Internet connection or other technical issues.
- The eMSAE allows you to save your work and resume a data entry session at any time, before finally submitting an application.
- If you decide to write down your Application Form in a word document, and then you copy paste the text in the system, kindly be aware that the system will not count the number of characters.
- Once again: **Always remember to SAVE your data!**

6 Help and Technical Support

For any technical difficulties or problems you might experience with the eMSAE, please contact the IT support in charge of the eMSAE at info@c2c.ba with reference “C2C_Web” in the subject of the mail.

Please note that questions related to 1st Call for Proposals may be sent in writing via e-mail no later than 10 days before the deadline for the submission of applications, indicating clearly the reference “C2C_Call for Proposals” to the following e-mail addresses: info@c2c.ba