FACTOR
COMPLETION
GUIDE

How to Submit a Completion

1. Getting Organized

a. Introduction

Congratulations, you have been approved for FACTOR funding! This guide explains how to submit your Completion through FACTOR's online system.

You are required to fill out a Completion for each component of your Project. Before you proceed, review the relevant Program Guidelines and Business Policies on our website for full details on FACTOR's requirements and expectations for component and/or project completion. Do not hesitate to contact your Project Coordinator if you have any questions. Throughout this guide, we will be using images from a sample Sound Recording component's completion.

Important tips for using the FACTOR online system:

- Ensure that your pop-up blocker is disabled or set to allow pop-ups from FACTOR. Instructions are available in the Pop-Up Blocker Tutorial.
- Remember to save your work in every step of your Completion.

b. Required Completion Documentation

FACTOR's online system is entirely paperless, so you will need to organize all of your Completion Documentation in a digital format.

We strongly recommend that you assemble all of the documentation required for your Completion in advance to make the process of filling out your Completion easier for you, and for us. Here is a list of materials you may need to prepare for your Completion (if applicable to your component):

- Descriptions of the component's results and budget variances.
- Lyrics and MP3s.
- Program specific Completion Documentation - see the Completion section on the last page of your component's guidelines to find out what this documentation might be (e.g. Studio Work Log, Supplier's Declaration, Proof of Logo and Acknowledgement Compliance).
- Expense Documentation and forms (e.g. Invoices and Proofs of Payment, Receipt for Services and/or Per Diems, Personal Vehicle Log). See Appendix.

When you're getting ready to submit your Completion, your application will be a useful resource. It's easier to explain your results when you compare them to your original goals.

c. Logos and Acknowledgment

Depending on the program your project is funded under, there are varying acknowledgment obligations you must comply with. These obligations are outlined in your General Agreement and will be reviewed on completion.

Before you print, publish, or commercially release any FACTOR funded material, refer to FACTOR's Logo and Acknowledgment Guide **to ensure that you have fully met your acknowledgment requirements. Failure to appropriately acknowledge FACTOR may result in a loss of funding or an Event of Default.**

The guide contains detailed, program-specific information on the required placements for logos and written acknowledgments within your FACTOR funded project. Common scenarios include:

- Sound recordings: the physical album must include the appropriate logos on the back cover and the bilingual acknowledgment wording within the credits.
- Videos: the end credits must include the appropriate logos and wording.
- Tours and showcases: posters, flyers, handbills, e-vites and newsletters must include the appropriate logos and wording.
- Marketing: websites, promotional and/or lyric videos, press releases, advertisements and publicity material must include the appropriate logos and wording.
- Business Development: funded social media platforms, websites, apps and publicity material must include the appropriate logos and wording.

We strongly recommend that you send proofs of all album artwork, press and promotional materials to your Project Coordinator so that issues can be identified and fixed in advance.

2. Starting Your Completion

Go to www.factor.ca and sign in with your User Profile. Remember, your username is simply your email address.

Navigate to the Projects page from the top menu bar and click on your Project Number.

This will open a new window. To open a Completion, you must click on the name of the component found in the "Component" column. Look at the "Component Type" column and make sure you've selected the one marked Completion, rather than Application.

3. Home

Your Completion will open on the Home tab, which displays your funding summary. These fields will auto-fill based on the numbers input in the Budget and Component Information (in the case of subsidy based components) sections. This is the last tab you will be required to fill out in the Completion process [See Section 8. Home (Total Request) below].

For now, skip this section and move on to Results.

4. Results

The Results section is where you explain in detail how the component's original goals compared to the actual results. Make sure to tell us about unexpected results, notable occurrences, and achievements.

You may enter this information directly in the text box, or upload a document.

As you proceed through the Completion, save all progress before navigating to a new tab or before closing a window. All unsaved information will be lost.

5. Component Information

You will be required to upload or update mandatory Completion Documentation to the Component Information tab. This documentation varies depending on the component. Make sure to read the tips on this page for instructions.

For example, in the Sound Recording component, you must first fill out the recording start date, recording end date, signed Studio Work Log, Variances, and then press the Save button. Once this is completed, you will be able to fill out the Track Listing table. Make sure to explain any significant budget and component changes in the variance text box.

Budget changes that affect more than 25% of your total budget must be approved by your Project Coordinator in advance. Failure to clear these adjustments may result in a reduced final payment.

You may notice that FACTOR has carried over some of the information entered in your application, such as track details. You must still open each track and upload the lyrics and MP3. When you click the "Edit" button on the track listing table, a new window will pop up, prompting you to upload the MP3 and lyrics and provide additional information on each track.

6. Public Funding

If you have spent any other public funding on the **same** expenses being claimed to FACTOR in your Completion, you must declare it here. You should not claim other public funding that is applied to expenses that are **not** being covered by FACTOR.

FACTOR defines Public Funding as "project funding derived from any Canadian entity that FACTOR deems to be public in nature, including any funding from a private radio broadcaster(s) that is approved by the CRTC as a contribution to an eligible Canadian Content Development (CCD) initiative (e.g. Radio Starmaker Fund, Peak Performance Fund); and any funding derived from a federal, provincial or municipal source."

Revenue raised by crowdfunding (e.g. Kickstarter, Indiegogo) is NOT Public Funding. Please see our Business Policies: Other Sources of Funding for more information.

7. Budget

a. Uploading Your Cost Report

FACTOR requires that you fill out a Cost Report on Completion for every component within a project. The first step to completing this page is to download FACTOR's Cost Report spreadsheet.

If you don't have Microsoft Excel, you can fill out the cost report using free online software like Google Drive or Open Office. The Cost Report is a tool to organize and list all of your eligible expenses. When you open the Cost Report, review the Instructions sheet for detailed directions.

When you've completed the Cost Report, click on the paperclip icon to upload the file. Select your file, save, and close the upload window.
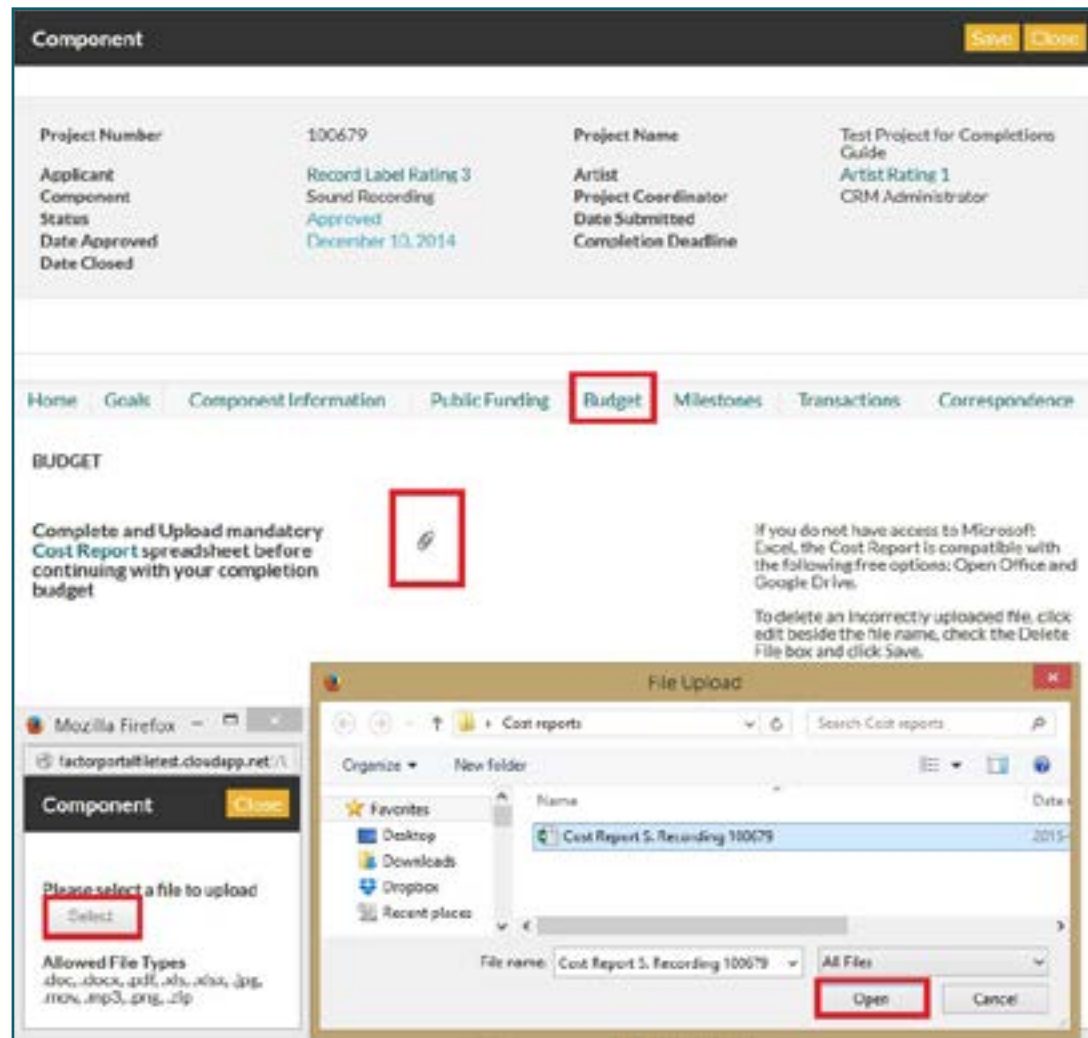
b. Uploading Expense Documentation

You are required to upload all of your Expense Documentation to the Budget page of your Completion. You will need to provide organized, legible electronic copies of both an Invoice/Receipt and Proof of Payment for each expense you have listed within your Cost Report.
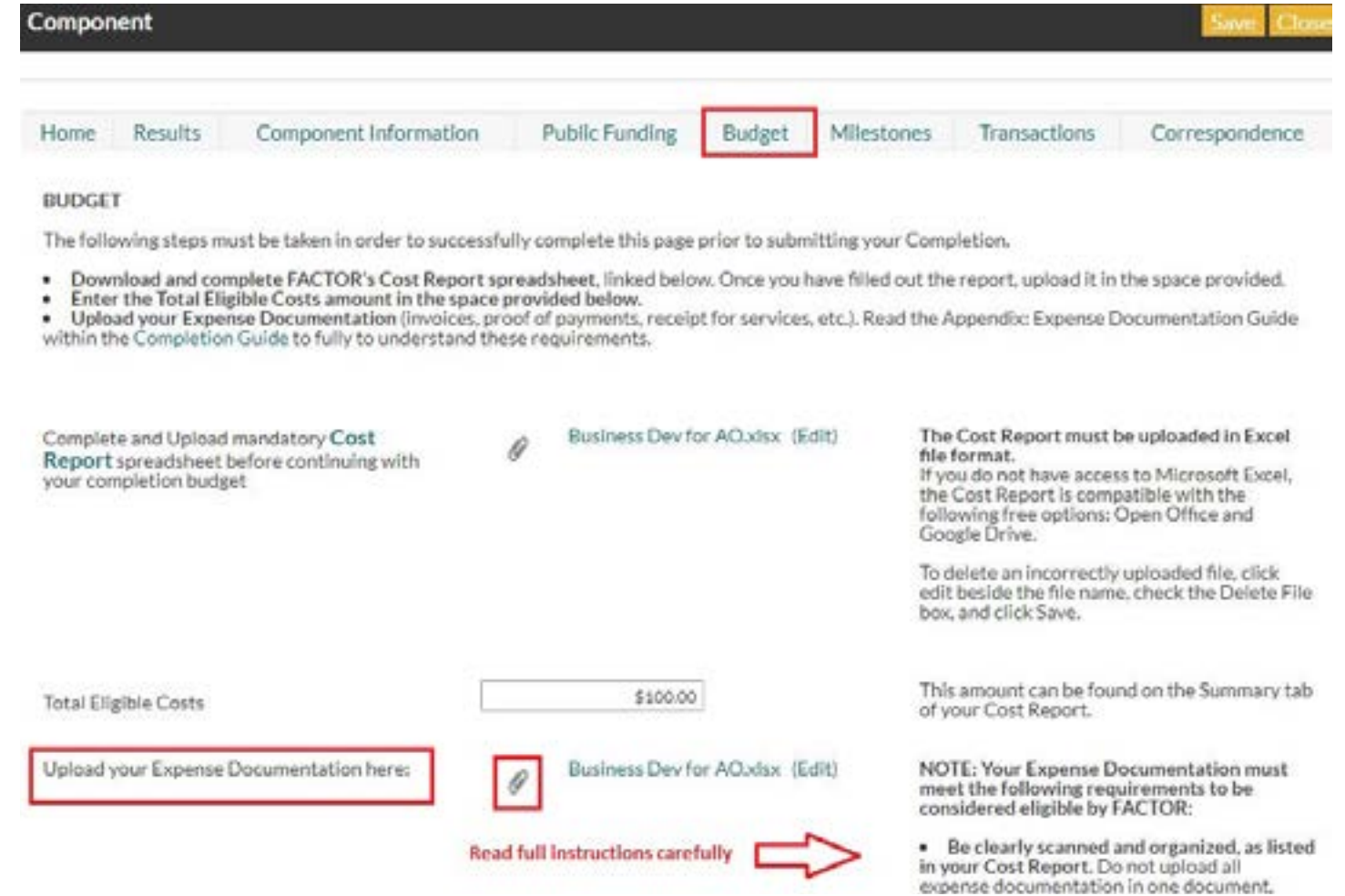
Use the following naming convention for each item listed in your Cost Report when uploading your Expense Documentation.

Cost Report Expense Number - Vendor Name and/or Documentation Type.

Read Appendix: Expense Documentation Guide for detailed instructions.
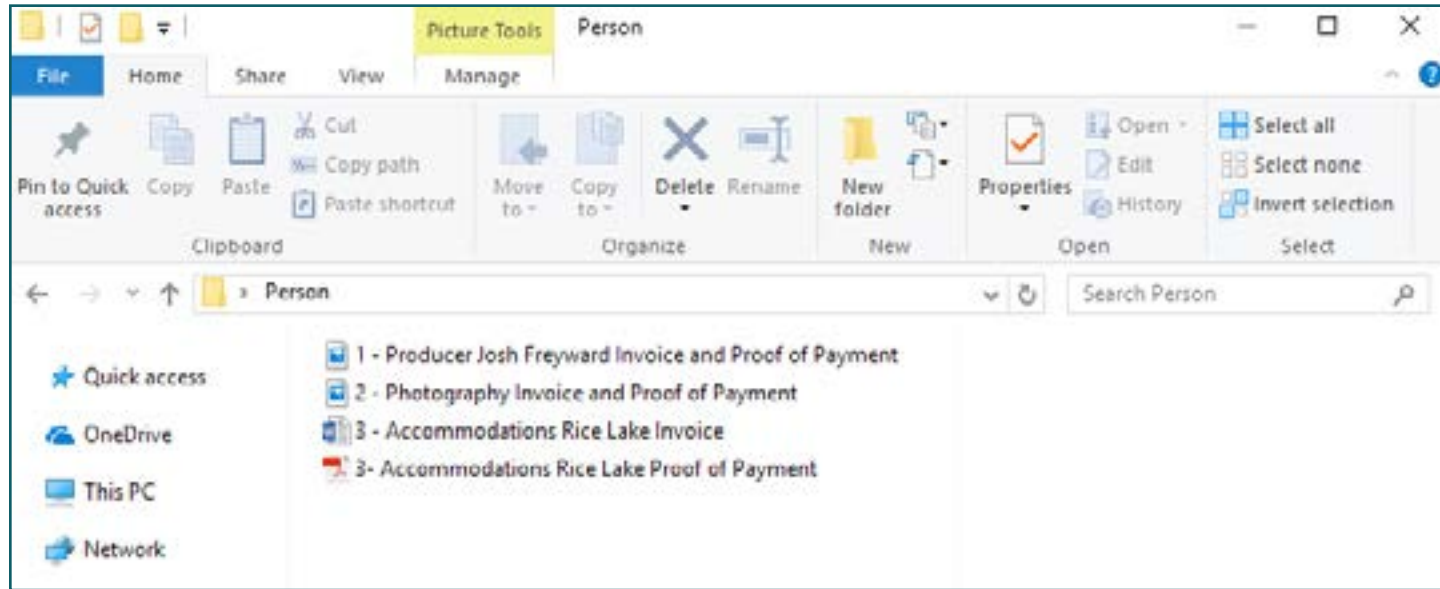
8. Home (Total Request)

On the Home tab, the Total Eligible costs from the Budget tab will appear in the Total Eligible Costs line. All of the other fields will auto-calculate based on the program's component rules. **In all cases, the amount appearing in the Total Amount Available field is the maximum amount that you are able to request.** It is always recommended that you review the Program Guidelines to confirm the eligible amount before you submit a component's Completion.

Fill in your Total Request and save.

Total Eligible Costs	$12,690.00
Admin Fee	$1,903.50
Total Eligible Budget	$14,593.50
Eligible Payout	$10,000.00
Offer Amount	$10,000.00
Payments Previously Issued	$5,000.00
Total Amount Available	$5,000.00
Total Request	$5,000.00

9. Submitting Your Completion

After you have filled out the Home, Results, Component Information, Public Funding and Budget tabs, you are ready to submit your Completion. Go to the main Project page. You will see a list of all Completions that are associated with your project. Select the relevant and finished Completion, then press the "Validate Components" button. The system will check for administrative errors and eligibility concerns before allowing you to submit.

If the validation check displays any problems or errors, return to your Completion to make the necessary changes. Repeat the validation process until there are no problems or errors listed.
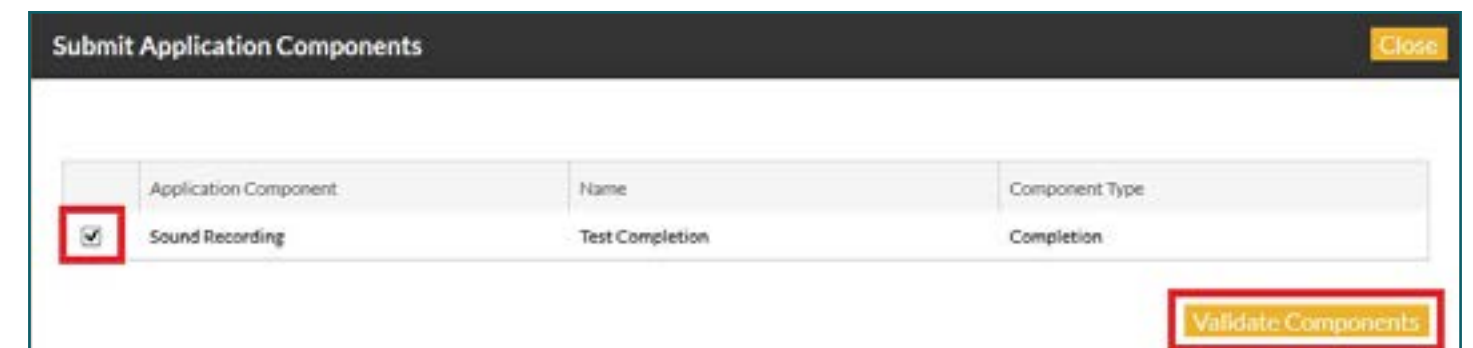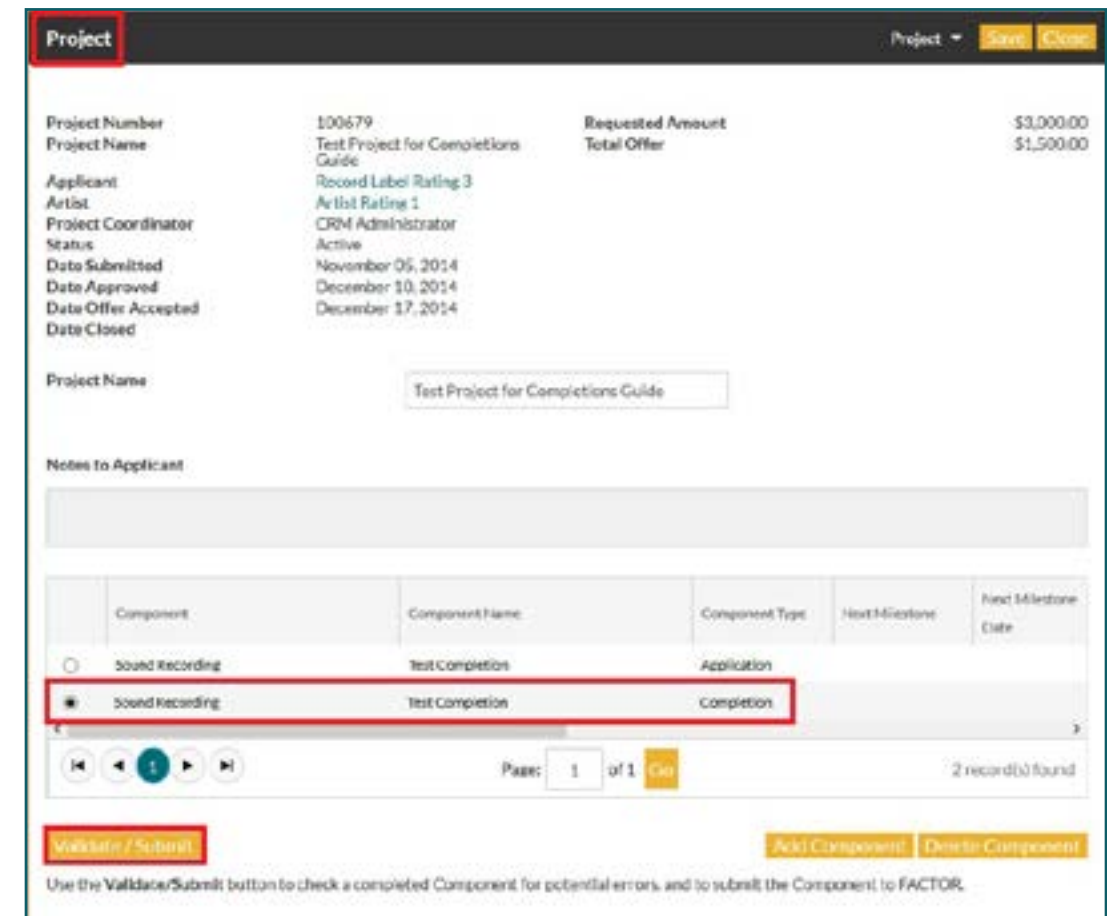
It is important to note that the validation check may not catch every mistake and may report errors that are not significant. **Completions cannot be changed or edited after they have been submitted.**

When you are ready to submit, press the Submit Components button, review the Applicant Agreement, and if you agree to the terms contained within, press Yes to confirm the submission.

Do not navigate away from this page until a green bar appears to confirm your Completion has been submitted. You will also receive email confirmation within 24 hours of submission.

10. FACTOR's Review of Completion Documentation

Your Project Coordinator will review your submitted Completion to ensure that all mandatory Completion Documentation is uploaded and eligible. If everything is in order, you will receive an email confirmation that the review is complete. Any final payments available will now be issued.

When mandatory Completion Documentation is incomplete, unclear, or missing from a submitted Completion, you may be given a 7 day Notice of Grace Period to submit these materials.

If the Grace Period passes without the requested amendments or the Completion remains incomplete or unclear, you may be given one final opportunity and you will be put On Hold for 30 days. After 30 days, the applicant will be in Pre-Default. If the matter is still unresolved after 6 months the applicant will be placed in Default with FACTOR. See Business Policies Section 37.4 for more information on these terms and our deadline policies within the Completion process.

If documentation is missing or expenses submitted are ineligible, your Project Coordinator may adjust the claims in your Cost Report Spreadsheet, which could result in a lower final offer. After finishing the review, your Project Coordinator will upload the adjusted Cost Report Spreadsheet to your Completions' Budget tab with changes highlighted in yellow. Notes on adjustments will also be visible on the Home tab of the Completion.

11. Final Payment or Money Owed to FACTOR

FACTOR may issue a final payment based on the results of the Completion review. Final payments will be issued within 60 days of submission of the Completion.

In the event that your Total Eligible Costs are lower than your Advance Payment, you will not receive a final payment. Instead, FACTOR will send an email notice of money owed back, which will be due via VISA, MasterCard, VISA Debit, Interac Online, or cheque within 3 weeks.

Total Eligible Costs	$1,650.00
Admin Fee	$0.00
Total Eligible Budget	$1,650.00
Offer Amount	$1,500.00
Eligible Payout	$1,150.00
Payments Previously Issued	$1,500.00
Total Amount Available	- $350.00
Total Request	$0.00

12. Next Steps for Sound Recording Projects

a. Commercial Release

For Sound Recording components you will be required to deliver a digital copy of your album to FACTOR within 30 days of the commercial release date. You will also need to include the finalized metadata and album artwork. The artwork must clearly show the required logo and acknowledgement text. You will be notified by email closer to your release date with a reminder that this material is required.

Appendix

Expense Documentation Guide

Within your Completion Budget you are required to upload legible, organized and scanned copies of your Invoices/Receipts and Proofs of Payment for each claim listed within your Cost Report. This material is referred to as your **Expense Documentation**.

Please note that FACTOR reserves the right to make inquiries with third parties to verify any statements and/or costs submitted, as well as the right to refuse, propose, or impose modifications to budgets submitted. You are responsible for familiarizing yourself with your project's Program Guidelines and Business Policies regarding eligible and ineligible expenses. Providing false or manipulated documents to FACTOR is fraudulent and will result in Default.

What to Submit as Expense Documentation

You will need to provide legible electronic copies of both an Invoice/Receipt and Proof of Payment for each expense claimed to FACTOR. These must be uploaded to your Completion on the Budget tab. You must use the following naming convention so that your Project Coordinator can easily match each file with an item listed on your Cost Report:

Cost Report Expense Number - Vendor Name and/or Documentation Type.

Invoice/Receipt

An invoice is a commercial document issued by a vendor to a buyer, relating to a sale transaction and indicating the products, quantities, and agreed prices for products or services the vendor has provided the buyer. [SAMPLE]

A receipt is a written acknowledgement that payment has been received for goods and services provided. For FACTOR's purposes, an invoice/receipt may contain:

- Name and address of the vendor
- Vendor's PST/GST/HST number if those taxes are being charged
- Date of invoice
- Itemized description of the goods or services being supplied, including dates of services
- Name of the buyer, if the sale is for personal services

An invoice may also contain:

- Payment terms, including an indication of whether the invoice has been fully or partially paid and by what means.

A receipt must also show:

- Means of payment (e.g. cash, cheque, credit card, debit card, email transfer)
- Date and number of an invoice to which the receipt pertains

Cash Payments

For all components excluding Tour Support, Showcase and Business Travel:

a) Incidental purchases under $100 (e.g. gas, small goods) must be supported by a cash register receipt.

b) Lease or purchase goods and services under $500, excluding per diems, must be supported by a detailed receipt issued by the payee indicating clearly all of the following:

 i)   The name and address of the organization or individual who provided the goods or services;
 ii) The name of the individual who purchased the goods or service.
 iii) The goods or services purchased in detail, such as item description, quantity, unit price, extended price, additional charges and applicable taxes.
 iv) The transaction date (including the dates of service or delivery if applicable).

c) Per diems under $500 must be supported by a FACTOR-provided Receipt for Services form signed by the payee.

d) FACTOR will not reimburse expenses paid in cash where the claim is a lease or purchase of goods and services over $500 including but not limited to: personnel costs, fees for personal services, per diems, studio and equipment rentals, travel fares, hotel rooms, and vehicle rentals. Such costs must be paid by cheque, email transfer, credit card, interbank transfer, wire transfer or money order and supported by a detailed invoice or receipt as described above.

For Tour Support, Showcase and Business Travel components, no limit will be applied to payments made in cash, provided that:

a) Incidental purchases under $100 (e.g. gas, small goods) must be supported by a cash register receipt.

b) Personnel costs, fees for personal services and per diems paid in cash to individual persons must be supported by a FACTOR-provided Receipt for Services form signed by the payee.

c) Lease or purchase of all other goods and services must be supported by a receipt issued by the payee indicating clearly all of the following:

 i)   The name and address of the organization or individual who provided the goods or services;
 ii) The name of the individual who purchased the goods or service.
 iii) The goods or services purchased in detail, such as item description, quantity, unit price, extended price, additional charges and applicable taxes.
 iv) The transaction date (including the dates of service or delivery if applicable).

Receipts in all cases must be sufficiently detailed to show the purchase is connected to the expense claim. Applicants must be able to identify and describe the item(s) or service(s) purchased. FACTOR reserves the right to contact the vendor, and to reject any costs it deems, in its sole opinion, insufficiently supported.

Proof of Payment

Proof of Payment documentation confirms that the vendor was paid for the services/products supplied. Proof of Payment includes canceled cheques, credit card and debit card statements, money order and postal order receipts, wire transfer and online e-transfer receipts, and, where allowable, cash register and signed personal receipts.

Remember, if you are unsure of a Proof of Payment, check with your Project Coordinator first. Cash payments are generally not acceptable.

Note the following requirements with regard to Proofs of Payment:

• Canceled ("cashed out") cheques must be photocopied on both sides, so that the teller's stamp is visible. This stamp is generally on the back of the cheque. [SAMPLE].

• Credit card statements and bank statements must clearly show the account owner's name. If the account owner's name is not visible, include a scan of the credit card used with the name clearly legible. Account number and non-relevant items can be blacked out, but the costs being claimed must be shown clearly on the statement. [SAMPLE].

• Credit card and debit transaction slips must show and match the amount, date and supplier on the invoice/receipt.

• Money order and postal order receipts must be legible, dated and signed.

• Wire transfer receipts must show the name of the payee and be dated.
• Online transfer (email transfer) receipts must be sent directly from the bank and show the name of the payee, the recipient, the date, the payment amount and confirm the transfer is complete. FACTOR will accept a copy of the email confirmation or proof from online banking if all required information is displayed.

• Cash register receipts may be accepted for incidental items provided that they show the information required for receipts as noted above.

• For Showcase, Tour, and Business Travel, signed personal receipts for incidental cash payments (such as per diems) will be accepted provided that they show the information required for receipts as noted above. If the receipt is generated from a blank receipt book, the seller must write in all of the required information. See Receipt for Services/Per Diems.

Whose name should be on Expense Documentation?

FACTOR funding is intended to reimburse the applicant for its out-of-pocket expenses. FACTOR expects the applicant's name to be indicated as the payee on the invoices, receipts, and proofs of payments. If the names do not match, the expense will not be considered eligible.

FACTOR acknowledges that it is not always practical for every applicant to be associated with every expense. Here are some common scenarios:

1. Bands on tour

Even though one member of the band may be the applicant for contracting purposes, FACTOR can allow eligible expenses that were incurred by the other band members or Eligible Travelers (such as the Tour Manager or Driver) or the significant others of band members when the band is on the road.

Band expenses incurred by third parties (such as a record label or artist manager) are acceptable if the applicant can provide a "proof of repayment" or a charge-back. An example would be an invoice from the manager to the band with Proof of Payment for that invoice, or a copy of the band's account statement showing the amount to be recovered against artist revenue.

2. Bands in the studio

As on tour, eligible expenses incurred by any of the band members can be recognized. Expenses incurred by the studio owner, producer, engineer or some other third party can be allowed if they are invoiced back to the band. In that case, FACTOR needs proof of repayment by the band. For example, if a studio percussionist rents a drum kit on their own credit card, they should itemize this cost in their invoice to the band, or in a separate invoice, and include the original invoice or store receipt. FACTOR still requires Proof of Payment showing reimbursement to the person who incurred the expense.

3. Distributor charge-backs

Many artists will do a deal where the distributor incurs certain costs (usually marketing) and charges those back to the artist's account for deduction when revenues come in. FACTOR may allow these costs to be claimed by an artist provided that a detailed statement from the distributor is submitted that itemizes each eligible expense being claimed, including the date, the item, the seller, and the amount. FACTOR will not recognize a flat-fee charge-back (such as "20% of gross revenues") as adequate Proof of Payment.

Further Helpful Documents

The following forms and documents can be used to verify claims on your Cost Report spreadsheet and assist with the Completion process. This information can be found on the FACTOR website, under FAQ & Resources - Recipient Resources.

- Letter of Direction Form - used if you wish to direct FACTOR to pay a portion of your grant or loan to a supplier or other party for your Project on your behalf.

- Personal Vehicle Log - used for any personal vehicle claim on Tour, Showcase, or Business Travel.

- Receipt for Services and/or Per Diems – used for any musicians or hired musician fee/ per diem claims on Live Performance projects / per diems claimed for Business Travel or Sound Recording

- Supplier's Declaration and Undertaking Form – required when claiming a third party Sound Recording or Video Producer

- Artist Donated Services Form - used to claim artists' donated services for Artist Development projects.

- Employee Time Allocation Form - used to claim in-house staff costs.