



Sound and Vision II A Broadcasting Funding Scheme

BAI online FAQs

Version 1.0
23rd January 2013

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I General

I.1 What is BAI online?

BAI online is a web-based record management system allowing the BAI to centrally store, administer and manage its records electronically.

I.2 What can I do on BAI online?

Applicants to the Sound & Vision Scheme can use BAI online to:

- Update their contact details held by the BAI
- Submit applications for funding
- Receive assessment reports and funding offers
- Submit documentation to negotiate Sound & Vision contracts
- Request variations to your contracts
- Submit deliverables on your contracts

I.3 How do I register for BAI online?

To begin using BAI online, you must first register as an Applicant with the BAI. To register, send an email to systeminfo@bai.ie with the following information:

- Put "Register New Applicant" in the subject line
- Include your first name and surname in the email
- Include the email address at which you can be contacted in relation to Sound & Vision
- Include a contact phone number at which you can be contacted in relation to Sound & Vision

You will be sent an email with a link to BAI online and a User ID and Password to log in. When you log in for the first time, you will be prompted to change your password. Your new password must be at least 8 characters long and contain at least one digit, one uppercase letter, and one lowercase letter.

I.4 How do I start using BAI online?

The following is an explanation of what you will see when you first log in to BAI and how you can navigate around the system.

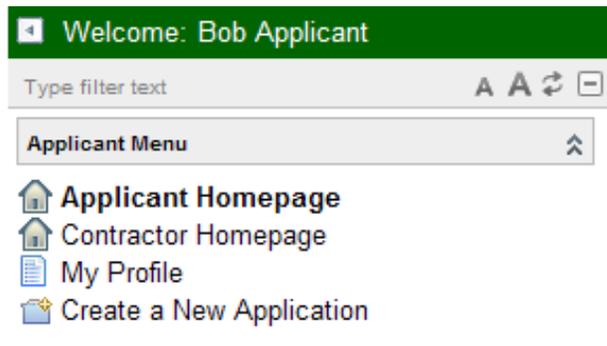
Header Pane

The header pane is the name for the top header on your screen with the BAI logo and BAI online. Click on this to go back to your homepage.



Navigation Pane

The left-most pane on your screen, used to navigate around the different elements of the screen.



Applicant Homepage: Click on this to go back to your homepage

Contractor Homepage: Click on this if you are the main contact for a contractor. This will allow a main contact to see all applications and contracts associated with that contractor.

My Profile: Brings you to your profile page. You can edit your contact details on this page. You must click Update to save the changes.

Create a New Application: Starts the process of creating a new application for a funding round.

Content Pane

The content pane is the information pane in the middle-right of your screen. This is where you can access general information documents on Sound & Vision, BAI News items and all applications and contracts with which you are associated.



NOTE: Applications and contracts closed or withdrawn by May 2011 will not be automatically available to you on the system. If you want to view these, please email systeminfo@bai.ie and state which records you want to be able to view.

Right clicking anywhere on one of the green bars will bring up several options from the following list depending on the type of data displayed:

<i>Sort (a to z):</i>	Sort alphabetically
<i>Sort (z to a):</i>	Sort reverse alphabetically
<i>Export:</i>	Exports what is on the screen to a PDF document
<i>Assign label:</i>	Creates a new menu in the navigation pane. This is of more use to internal users of BAI online.
<i>Copy URL:</i>	Copies the URL. If you paste this URL into the browser address bar you will be taken directly to the current application/contract record. However, the address bar will always display https://bai.service-now.com .
<i>Reload form:</i>	Refreshes the data

1.5 What do the various buttons and icons do?

To help you use the system, please see a description of the icons on the system and their functions:

 Opens a window to allow you to browse for documents to attach.

 Changes the screen layout from a tabs form to a list form. In 'tab' form, the application is split in to different sections or tabs which you navigate from left to right. The list form has the different sections of the application in one long list which you navigate by scrolling up and down.

 Allows you to expand or collapse sections of the screen, including the content, header and navigation panes.

 Allows you to collapse or expand the size of a field to add more text or hide existing text. Find these buttons in the top right corner of certain fields and in the top right corner of the green header.

 Opens a window with a list of items from which you can select one. Find it on the Round, Contractor and Channel fields in the application record.

 Opens a calendar window to allow you to select dates.

 Hover over this icon to get a preview of a record. Click on the icon to open the record.

 Brings you to your homepage. Find it in the top right corner of the green header.

 Opens a print preview window of the screen that you are currently viewing. Find it in the top right corner of the green header.

 Use the arrows to scroll through a list of items, e.g. the list of deliverables in a contract record. The arrows are located in the top right hand corner of the window.

I.6 Will I be locked out if I enter an incorrect password?

You will not be locked out of BAI online no matter how many incorrect attempts you make to enter a password.

I.7 I have forgotten my password. Can I reset it?

If you forget your password, e-mail systeminfo@bai.ie with your first name, surname and user ID (if you have it). You will receive an email with a new, temporary password. When you first log in with this password, you will be prompted to change it. Your new password must be at least 8 characters long and contain at least one digit, one uppercase letter, and one lowercase letter.

I.8 Can I update my contact details?

Log in with your User ID and Password. Click My Profile in the left-hand menu. This is a record of your contact details for the purposes of the Sound & Vision II Scheme. You can update these as and when your contact details change. Just enter data in the appropriate fields and click Update.

I.9 Why have I been automatically logged off BAI online?

You will be automatically logged off BAI online for security reasons if there is no activity for 30 minutes.

If you are trying to submit an application for funding, the BAI strongly recommends you work offline and log on to BAI online only when you are ready to submit a completed Application Form.

I.10 Can I use BAI online with a tablet/smart phone?

BAI online can be accessed using any browser. However, it is not specifically configured for tablets, smart phones or other mobile devices. You can view your information on these devices but the BAI recommends using a full computer screen for better usability.

I.11 What internet browser should I use?

You can use any internet browser to access BAI online, except for Internet Explorer 7 or earlier. These earlier browsers will not support the full functionality of the system.

I.12 What do I do if BAI online is not working correctly?

If you find BAI online is not functioning as expected, e-mail systeminfo@bai.ie or call 01 6441200.

2 Submitting an Application

This section answers questions on how to submit an application.

2.1 I am registered as an Applicant, can I submit an application now?

Before you create an application, log on to BAI online and check whether the contractor for your application has been registered with the BAI.

On BAI online, the person submitting the application is called the **Applicant**, whereas the legal entity submitting the application is called the **Contractor**. To explain further:

- The Contractor is the legal entity submitting the application. This can be an individual, sole trader, limited company or co-operative society. The contractor is the entity with whom the BAI will sign a contract for a grant.
- An Applicant is the individual or user submitting an application on behalf of the contractor. This is always a person. The Applicant is the point of contact for the application and, if successful, the contract.

If you are an individual or sole trader, check you are registered as an Applicant *and* as a Contractor. When submitting an application on behalf of a company or cooperative society, check that company or cooperative name is a registered contractor.

2.2 How do I check if a contractor is registered with the BAI?

Log on to BAI online and access the list of contractors from the **FAQs** section of your homepage.

2.3 How do I register a new contractor?

If a contractor is not on the list, email systeminfo@bai.ie to register the contractor. Do this in advance of the round closing date to ensure you will be able to submit your application on time. The email should include the following:

- Put “Register a new Contractor” in the subject line
- Provide the name/trading name of the contractor
- If a company or cooperative, provide the registered company name
- State whether this entity is an individual, sole trader, limited company or cooperative society
- Provide the company registration number or the individual/sole trader’s PPS, whichever is applicable
- If a company, state whether it is a broadcaster or not
- Give the first name and surname of the main contact person for the contractor (this person must be registered as an Applicant on BAI online)
- Provide a postal address, email and phone number for the main contact person

2.4 What does the Main Contact for a Contractor do?

On the **Contractor Homepage**, the main contact for a contract can view all applications and contracts associated with that contractor even when they themselves are not the applicant. This user can also access the contractor record and change the business contact details.

2.5 How do I change contractor details?

The main contact can change the business phone and email for a contractor by going to the **Contractor Profile** in the Contractor Homepage. For all other changes, the main contact must email systeminfo@bai.ie with the subject line “Contractor Details” and explain what information you want to update.

2.6 How do I create an Application?

Go to your homepage and download the *Guide for Applicants* and the *Application Form*. Alternatively, you can find these at www.bai.ie.

- Complete an Application Form, following the instructions in the Guide and the Form itself. Note, if you have any queries in relation to the Scheme, please contact 01 6441200.
- Save the completed Application Form as one PDF entitled “Application – Project Name”. This document should be no more than 8MB in size.
- Log on to BAI online and select **Create a New Application** in the left-hand menu. This opens a new application record with a unique reference. The orange fields are auto-filled and read-only. Red and pink fields are mandatory. To find out what information to put in a field, hover the cursor over the field name to view help text explaining what is required. Alternatively, click  to view what is required.
- Complete all mandatory fields and hit **Save** in the green header. Note, you cannot attach your PDF until the record is saved.
- *After* you have saved, remember to attach the completed Application Form (PDF). Click the paperclip icon  in the top right hand corner of the record to allow you to browse and attach your PDF.
- Click **Submit**. Your application now appears in **My Submitted Applications** on your homepage.

You will be logged out of the system if you are inactive for 30 minutes or more, so have the Application Form PDF completed before you log on to BAI online.

2.7 How do I enter programme duration information?

If you have a series of 6 programmes, each 30 minutes long, then you need to enter the following:

<i>Number of Programmes</i>	6
<i>Duration of Programmes</i>	00: 30: 00

If you have a series with two different lengths of programme (e.g. 6x60 mins + 6x30 mins), then enter the data as follows:

<i>Number of Programmes</i>	6
<i>Duration of Programmes</i>	00: 60: 00
<i>Number of Programmes 2</i>	6
<i>Duration of Programmes 2</i>	00: 30: 00

2.8 I created a new application but I can't attach the PDF?

The application PDF cannot be attached until all the mandatory data has been entered and the application has been saved. When the application is saved, you can attach the PDF and then submit the application.

2.9 Can I save my application without submitting it to a funding round?

Yes. When you have created an application record, click **Save** in the top right corner. You are saving data entered in that application record. This allows you to log out and log back in to edit that record at some future point. You cannot save the application record if you have not completed all the mandatory fields. When you click Save in these instances, you will receive error messages explaining what you need to do. If you exit the record without saving, the data you entered will not be saved.

You can find your saved applications on your homepage under **My Unsubmitted Applications**. Hover over this icon  to get a preview of a record. Click on the icon to open the record.

NOTE: the Save button does not submit your application to a funding round.

2.10 How do I submit my application to a funding round?

Create an application record (as above), attach a completed Application Form (PDF) and click **Submit Application** in the top right corner. You will receive an e-mail acknowledgement that your application has been submitted to the funding round you selected. When you return to your homepage, your application is listed under **My Submitted Applications**. Hover over this icon  to get a preview of a record. Click the icon to open the record.

2.11 Does the system check I have attached the PDF Application Form?

No. BAI online cannot prevent you from accidentally submitting an application without attaching your PDF Application Form document. You are responsible for checking your application record on BAI online to ensure the PDF is attached and is the correct document.

2.12 What happens if I submit my application after the closing time and date?

If you submit your application after the published closing time and date, the application is considered late and may not be assessed. Late applications will not be listed under "My Submitted Applications" on your homepage. You will receive notification your application was late when the funding decisions are announced.

2.13 Can I withdraw my application from a funding round?

You can withdraw a submitted application from a funding round before the published closing time and date. After this date you must contact the BAI if you want to withdraw an application. Please refer to the Guide for Applicants for more information on this.

To withdraw an application, go to **My Submitted Applications** on your homepage. Click on this icon  to open the record. Click **Withdraw**. Your application now appears in “My Unsubmitted Applications” on your homepage and you will receive an email acknowledging your application has been withdrawn. This record can now be edited and updated as you require.

NOTE: Withdrawing the application does not delete any of the information previously entered and saved.

2.14 Can I re-submit a withdrawn application to a funding round?

You can re-submit an application to a funding round before the closing time and date has passed. After this date, you can submit applications to the next available funding round only. Applications submitted to a funding round after the closing time and date are considered late.

To re-submit, go to **My Unsubmitted Applications** on your homepage. Click on this icon  to open the relevant application record. Check you have selected the correct round in the application. Click **Submit Application**. You will receive an e-mail acknowledgement that your application has been submitted to the funding round you selected. When you return to your homepage, you will see your application listed under “My Submitted Applications”. Hover over this icon  to get a preview of a record. Click on the icon to open the record.

2.15 Can I delete or change the attached PDF Application Form?

Applicants can attach documents but cannot remove the attachments. If you attached a document in error, you can attach the correct version of the document afterward. Ensure you clearly mark the new attachment as the correct version.

2.16 What happens to unsubmitted applications after the round closes?

If you created applications but did not submit them to the funding round, they will stay in **My Unsubmitted Applications** on your homepage. After the round closes, the BAI will associate these applications with the next available funding round. When the next round opens for applications, you are welcome to access, edit or update these applications and submit them to that round.

2.17 Can I view my application during the assessment process?

No. When a funding round is closed, the applications you submitted are not available on your homepage. For this reason, the BAI strongly advises you keep a separate record of you application if you want to refer to it during the assessment process. Before the round closes, you can use the print button  in the top left corner of the application record to print off a hard copy of the application record.

After the assessment process is completed, when funding decisions are announced, you will be able to access your applications in **My Successful/Unsuccessful Applications** on your homepage.

2.18 When are funding decisions announced for a given round?

You can view the rounds currently in assessment on your homepage under “Rounds in Assessment (Closed for Applications)”. The **Ratification** date in this list is when the BAI expects the final funding decisions will be made. You will be notified of funding decisions after this date.

2.19 How do I find out if my application has been awarded funding?

The BAI will notify all applicants of the outcomes of each funding round once decisions have been ratified by the Authority of the BAI, usually after the Ratification date.

For each application, applicants receive an email with an assessment report setting out how their application fared against the assessment criteria in the Sound & Vision II Scheme. Emails with offers of funding will also include the amount of funding recommended and the maximum percentage that funding can represent of the total eligible costs.

When applicants to that round log in to their homepage, they can view their applications in the **My Successful/Unsuccessful Applications** list. You will also find details of all funding decisions in **BAI News**.

Details of funding awarded in each round will also be publicly announced and posted on the BAI's website www.bai.ie.

3 Contracting

This section deals with questions about the contracting process.

3.1 I received an offer of funding – what do I do now?

Applicants in receipt of a funding offer should read the offer email carefully. This email sets out details of the offer, any conditions attached to it and the timeframe and process by which an offer can be accepted. You are required to accept or decline the funding offer as per the instructions in the email. If you accept, a contract record will be created on BAI online and issued to you.

3.2 Is there a deadline for accepting a funding offer?

Yes. You must accept an offer of funding no later than 90 days from receipt of the offer email. If you don't accept the offer in this timeframe, the BAI may withdraw the offer.

You will receive an email notification 14 days before the offer expiry date to advise you that you must accept the offer within the next 2 weeks. If you have already accepted the offer, you won't receive this email.

3.3 What is a contract record?

On BAI online, contract records are separate records from the application you created. A contract record includes:

- Project-specific information from the application, e.g. Applicant, Genre, Broadcaster, etc.
- Deadline for accepting the funding offer (Offer Expiry Date)
- Deadline for signing a contract for the grant (Contract Completion Deadline)
- Financial overview, including the Offer Amount, Variations Applied, Payments Issued and the Outstanding Commitment.
- The BAI Staff member internally assigned to this contract
- Your acceptance of the funding offer
- Delivery Dates, as agreed with you in the contract
- Deliverables, as agreed with you in the contract
- Payments, as agreed with you in the contract
- Bank Details for the purposes of this grant

3.4 Where can I view my contracts?

Log on to your **Applicant Homepage** and find the following:

<i>My Live Contracts</i>	A list of your contracts in negotiation or contracts with payment outstanding.
<i>Upcoming Payments (Applicant)</i>	Future payments due on your live contracts.
<i>Overdue Payments (Applicant)</i>	Past payments not yet issued because deliverables were not submitted.
<i>My Variations</i>	All variations to your contracts.
<i>My Closed Contracts</i>	Contracts on which all payments have been issued or where the funding offer has been withdrawn.

3.5 In my contract records, what do Grant Amount, Outstanding Payment and Outstanding Commitment mean?

In a contract record, go to the **Tranches and Payments Summary** on the right-hand side. This section of the record is a financial overview of the monies due and outstanding on this contract. Each field label is explained below:

<i>Offer Amount</i>	The funding offer you originally received for this project
<i>Sum of Variations Applied</i>	The sum of all changes made to the original funding offer
<i>Grant Amount</i>	The funding offer after any changes made to it
<i>Sum of Payments Made</i>	All of the Amounts Paid on the contract
<i>Outstanding Payment</i>	All of the Amounts Due minus the Amounts Paid
<i>Outstanding Commitment</i>	The Grant Amount minus the Sum of Payments Made

3.6 How do I contact the BAI Staff member assigned to my contract?

Log on to BAI online and open the contract in question from your homepage. On the right-hand side, you can view the name of the BAI Staff member assigned to this contract in the **Internal Assignment Contract** field.

At some future point, all communications in relation to your contract may be through the BAI online system. Right now, you can still contact the BAI Staff member assigned to your project, using their email address or by calling 01 6441200.

3.7 I accepted a funding offer – what do I do now?

BAI staff will update a contract record for your project on BAI online. The contract record will show you have accepted the offer. You will receive an email notification to log on to BAI online and submit the certain documents required by the BAI before signing a contract.

You can view a template contract and the list of required documentation on **Sound & Vision Docs** on your homepage.

You will be able to access the contract record for this project in **My Live Contracts** on your homepage. Submit the required documentation within this record.

3.8 Is there a time limit for signing a contract for a grant?

Yes. You must sign a contract with the BAI for your grant within 365 days of receipt of the funding offer email.

You will receive an email notification 4 weeks before the Contract Completion Deadline to advise you that you must sign a contract with the BAI within the next month. If you have already submitted the required contractual documentation, you won't receive this email.

3.9 How do I submit the required contractual documentation?

Open the contract record from **My Live Contracts**. Go to the **Deliverables & Payments** section and view the list of required deliverables for the first tranche of the grant under **First Tranche**.

- Click on one of the deliverables in the list to open that record. Read the instructions in this record and choose the appropriate option. Click **Update** to save your changes and exit the record. Alternatively, click on these arrows  to move to the next deliverable without having to go back to the list.
- Go to **Bank A/C Details** and enter the details of the bank account for the grant for this project.
- When you are finished, click **Submit Documents**.

3.10 Are there restrictions on document formats?

There are no specific restrictions at this time. However, the BAI must be able to access, open and read the document in the format you use. As such, please use MS Word, MS Excel and PDF files where possible.

3.11 Does the system check I have uploaded a document?

No. BAI online cannot prevent you from accidentally changing the status of a deliverable to Uploaded without having attached the required document. However, BAI Staff will see where this happens and will contact you to attach the missing document.

3.12 Can I delete an old document and attach a new version?

You are not able to delete attachments from BAI online but you can attach a new version of the document to the same record. Ensure the document is clearly named as a newer version. Add comments, if required. Click Update to save changes.

3.13 Can I submit some documents now and some later?

You can attach and save deliverables to your contract record as and when you need to. However, you cannot **submit** until you have updated *all* of the deliverables for the current tranche of funding. The BAI Staff member assigned to your contract will review the documents only when they are all submitted.

For Section 481 funded projects, contact the BAI Staff member directly to discuss how you will manage submitting the required documents.

3.14 Some deliverables are not applicable for my project – how do I handle this?

Click on the deliverable in question and change the **Status** field to Not Applicable. In the comments field, add the reason why this deliverable is not applicable for your project. Click Update to save the changes.

3.15 What happens after I submit the required contractual documentation?

The BAI staff member assigned to your contract will review each item you submitted in the **Deliverables & Payments** section and mark each as approved or not approved.

When all items are approved, the BAI will progress with the hard copy contract for the grant.

When deliverables are not approved, you will receive an email notification to log in and address the issue raised.

3.16 Can I view documents after I submit them?

No. You are not able to access the documents you uploaded to the contract after you have submitted them. The BAI recommends you maintain your own copies of submitted documents in case you need to review them at a later point.

3.17 What happens when contractual documentation is not approved by the BAI?

You will receive an email notification advising you to log on to BAI online and address the issues raised with the required contractual documentation.

- Go to the **Deliverables & Payments** section and view the list of required deliverables.
- Click on deliverables where the **Approved** field is marked false and the **Status** field is at 'Documents Due'.
- In the **Comments** field, you can view the BAI reason for not approving the document.
- You may be required to attach a revised document. Click on the paper clip icon in the top right corner and attach the revised document. Ensure it is clearly marked as a newer version. Add comments, if necessary. Click **Update**.
- When you have addressed all of the unapproved deliverables, click **Submit Documents**.

3.18 I need to change a document I submitted. How can I do this?

Contact the BAI Staff member assigned to your contract. They will make the necessary changes to allow you to upload a new version of the document. Ensure the document is clearly named as a newer version. Add comments, if required. Click Update to save changes.

3.19 What happens after the contractual documentation has been approved?

The BAI will draft a hard copy contract and send it to you to review and sign. You can also log in to BAI online to view an electronic copy of this document attached to the contract record for this project. See **My Live Contracts** on your homepage.

When you return the signed hard copy of the contract, the BAI will countersign and issue the first tranche of the grant in to your bank account. Go to My Live Contracts and you will find the final version of the signed contract attached to the contract record for this project.

3.20 What do I do after receiving the first tranche of funding?

Regularly log on to BAI online to check on due dates for deliverables on their contracts. Go to **Upcoming Payments** to view when your next payment is due. Note that you must submit the deliverables for those payments by the last working day of the previous month.

Alternatively, open your contract from **My Live Contracts**, go to **Delivery Dates** and note the current tranche. The current tranche due date is the deadline for submitting the next set of deliverables on your contract.

3.21 When do I submit deliverables for 2nd, 3rd, 4th tranches of funding?

Don't worry if you haven't been regularly checking BAI online, you will receive an e-mail reminder to submit deliverables 14 days before the next deadline.

3.22 I submitted a tax clearance certificate for an earlier payment – do I have to submit it again?

Yes, if the Tax Clearance Certificate is not valid on the date the payment is due to be issued. No, if it is still valid on the date the payment will be issued.

If the Cert is still valid, click on this deliverable in the list and select Not Applicable in the **Status** field. In the Comments section, note that you submitted a Tax Clearance Certificate for a previous payment and it is still valid for this payment.

3.23 Why can I not see the list of deliverables in my contract?

Go to the **Delivery Dates** section of your contract and look at the Current Tranche Due Date. If the date is before today's date, this means you missed the deadline by which you should have submitted the deliverables for the next payment. Therefore, the agreed delivery schedule in your contract is no longer accurate. You must request a variation to your contract and seek approval from the BAI for a new delivery schedule.

3.24 Can I view deliverables for past/future payments?

You are able to view and access the list of deliverables for the next tranche of funding only. You cannot access the list of deliverables for past or future payments beyond the next tranche. Go to your hard copy contract to see the list of deliverables you submitted in the past and the deliverables required for future payments.

3.25 How can I change incorrect data in my contract?

Email systeminfo@bai.ie or contact the BAI staff member assigned to your contract. Give the Contract Number and Project Name and explain what data is incorrect and what you want to change it to.

3.26 Can I withdraw from the offer/contract?

On rare occasions, you may no longer be in a position to make the programme for which you received an offer of funding. Contact the BAI Staff member assigned to your contract or contract negotiations to work out how you can withdraw from the funding offer or contract.

4 Contract Variations

4.1 The budget/finance plan/treatment/programme spec in my contract is no longer accurate – what do I do?

After contract signing, you may find you need to change certain elements of your programme (finances, content, contributors, etc) from what was agreed in your contract with BAI. In such circumstances, you must request a variation to your contract. Variation requests are subject to BAI approval, therefore, you should submit a request in advance of making any changes to your proposed programme.

4.2 How do I request a variation to a contract?

Log on to BAI online and open the contract record on which you want to request a change. Click **Request Variation** in the green header or at the bottom of the record to open a new variation.

- Read the instructions on the right-hand side on how to complete this record.
- Select the **Variation Type** from the drop down box.
- In the **Description** field, state what Schedule/Part of the contract you wish to vary and provide a rationale for the proposed change.
- Use the paperclip in the top right corner to attach the proposed revised section of the contract, if necessary.
- You can save your request for later by clicking **Save to Request Later**.
- If you are satisfied with the content of your request, click **Request Variation**.
- Go to your homepage and view your variation request on **My Variations**.

4.3 How do I know if my variation request is approved or not?

You will also receive an email notification to tell you whether your variation request is approved or not approved.

Alternatively, you can log on to BAI online and go to **My Variations** on your homepage. Your variation request will have a status of **Applied** if it has been approved and applied to your contract. The request will have a status of **Not Approved** if the BAI has rejected your request to change the contract.

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