FREQUENTLY ASKED QUESTIONS on P.A.D.O.R.

This is a list of Frequently Asked Questions on PADOR - topic by topic. Please read carefully both the Q&A of the topic that interests you, but also the related "General Questions".

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1 GENERAL QUESTIONS

1.1 WHAT is PADOR?
The Potential Applicant Data On-Line Registration (PADOR) is an on-line database in which organisations interested in obtaining EuropeAid funding register themselves and update regularly their data.

This data concerns the organisation itself, it is not linked to a particular project proposal, and therefore does not vary by application for different call for proposals. This information is used by the European Commission for evaluating the operational and financial capacity criteria as well as for checking the eligibility of the organisations that participate in calls for proposals.

1.2 WHO needs to register? Is registration in PADOR obligatory for all organisations? How should the PADOR off-line form be used?

Registration in PADOR is necessary for organisations in order to:
(a) obtain an identification number (EuropeAid ID),
(b) upload all information concerning their profile to be taken into consideration by the Evaluation Committee of the call for proposals they apply for (administrative & financial data, experience etc.)
(c) make their existence known to the European Commission, but also to other organisations through the "Search for partners" tool.

Registration in PADOR is obligatory for all applicants, co-applicants and affiliated entities in Call for proposals (non-state actors, public administration bodies, including local authorities). Associates do not need to register in PADOR.

However, please always refer to the Guidelines of the call you are interested in to check whether a derogation from the PADOR registration applies. The procedures that applicants should follow in this case (submission of PADOR off-line form) will be listed in Section 2.2 of the call’s guidelines.

You may use the PADOR off-line form to register your organization, in case it is impossible for you to do so online. You will have to list the reason for submitting a PADOR off-line form in the content of the form.

**ATTENTION!** The PADOR off-line form needs to be submitted together with the application at the address indicated in Section 2.2 of the Guidelines of the call, and **NOT** to the PADOR Helpdesk.

**• We are a Ministry. Do we need to register in PADOR?**

Ministries do not need to register in PADOR and should use the EuropeAid ID and the LEF of the State. If you do not know the EuropeAid ID and the LEF ID of the State and you are a public official of the institution concerned, please send a request to the PADOR Helpdesk (europeaid-pador@ec.europa.eu) from your work email address.
We are a public body (or we are a local authority). Which PADOR screens / fields are mandatory? What should I do when some information is not applicable?

Please consult the PADOR Guides that list all the required/optional fields for Public bodies (including Local Authorities) - screen by screen. Also see Annex with mandatory/optional fields for Public bodies and local authorities. (Annex available here)

1.3 WHEN to register / When to update an organisation’s account in PADOR?

Organisations interested in EU co-funded development cooperation are encouraged to approach the PADOR registration not as a requirement to be met by a certain Call for Proposals deadline, but rather as a one-off exercise in view of future calls. However, please note that:

Applicants must be registered in PADOR before the deadline for the submission of Concept Notes (specified in the guidelines of each Call for proposals).

Co-applicants and affiliated entities must be registered in PADOR before the deadline for the submission of Full Applications (specified in the guidelines of each Call for proposals).

Once registered, the responsible for managing the organisation’s profile should update their PADOR account by the above deadlines. It is important to remember that the Evaluation Committee in charge for each Call for proposals will only take into account the data that have been most recently: Filled in and Saved (in the relevant screens) AND Submitted (via the "Signature" Screen)

1.4 HOW to REGISTER an organisation in PADOR:

STEP 1. Get started - Collect data on the information required and the documents to be submitted.

STEP 2. Personal Identification - Obtain an ECAS Username / Login and Password (Section 3 of the F.A.Qs)

STEP 3. Register your organisation in PADOR - Fill in and save the fields in the mandatory PADOR screens

STEP 4. Validate your registration & Get your EuropeAid - Sign the declaration of honour

Some of the information required is NOT APPLICABLE for our organisation (Local Authority / International Organisation/ Affiliated entity/ Co-applicant). What should I do?

In this case you should:

1. insert a zero (0) value to all fields that are not available / applicable and

(e.g. data/ documents related to the financial screens)

2. upload a document explaining why these data/ documents are not available/ applicable. This document should be uploaded in the relevant field in each screen where documents can be uploaded (please compress (e.g. zip or rar) or scan documents if needed, and upload this single file) Note: the title of the file to be uploaded should be written in Latin characters).
Alternatively, you can provide any extra information / clarification about non applicable fields in the Additional information screen (free text - no need to upload documents). See also FAQ on Profile Screen, Financial data, and Staff.

If you are a Local authority, please also refer to the annex which lists all the required / optional information for Local Authorities - screen by screen (annex available here)

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• The system does not save the information. Why?

Please do the following:
1. make sure that you have filled in all required fields (in orange) in each screen
2. save the information you fill in in each screen before you move to the next screen
3. when you click on save, a green box should appear on the top of the screen you saved confirming that you have successfully saved the data.

If a red box appears, please read carefully the information displayed (possibly a list of required fields that have either not been filled in, or contain errors). Please go back and correct them. Then click again on the save button.

Additionally, the green ticks next to the name of the screens in the left hand side of the PADOR profile indicate that all mandatory data has been saved successfully. Red crosses indicate that information is still missing.

If you are facing issues with filling in a particular screen, please see the relevant screen section in the PADOR Quick Guides and FAQ document.

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• I do not have access to all PADOR screens that appear on the list on the left side of the screen (Sectorial Experience, Geographical Experience, Financial Health etc) Why?

To have access to all PADOR screens you first need to fill in the required fields in the first two screens (Administrative Data and Profile). Once you fill in and save these screens, all other PADOR screens will then become accessible (=green =clickable)

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• I have registered my organisation, but I cannot see / I have not received my EuropeAid ID. Why?

The EuropeAid ID will appear on the relevant field on the PADOR screen (top and right corner) only when
- you fill in all the required fields in each PADOR screen and
- sign the declaration of honour to validate the data you have filled in (last screen). In the left column, go to Signature ‘Sign’ Tick the box next to the phrase “I declare that...” Click on Submit. Once you submit the registration, your EuropeAid ID will automatically appear at that moment on the top left of each screen in your PADOR profile. Please note that the EuropeAid is not sent by email (make sure you check the spam folder as well)

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• **How much time does it take to register in PADOR?**
Approximately 2 hours, if you have already gathered all the information / documents required to register your organisation in PADOR, and you have a stable and relatively fast internet connection. Should there be any issues that may require you to contact the PADOR Helpdesk, please reserve at least **2 weeks before the deadline of a call** to complete your PADOR registration.

• **We are the main applicant. Can we help co-applicants register in PADOR?**
Any user who has an ECAS password may register as many organisations s/he wishes using this same login and ECAS password, linked to his/her personal e-mail address. This option is available in the PADOR main page by clicking on link entitled: "You have a username (login) ECAS with the European Commission", and then click on "You want to create an account for an organisation".

• **We are an applicant. Can we find potential partners in PADOR?**
Yes it is possible through the "Search for partners" tool. For more information, please refer to Section 10 of this FAQ document.

• **Where can I find more information / get more help to register in PADOR?**
Applicants may consult the [Quick Help Guide for Applicants](#) (available at the PADOR homepage)
Partners may consult the Quick Help Guide for Co-applicants or Affiliated Entities (also available at the PADOR homepage)

More information is available in each of the PADOR screen if you click on:
1. the bulbs next to each of the fields (a window will open with information / definition of this field)
2. the "Quick Guide".

• **Will the new version of PADOR influence our application in PROSPECT?**
The new version of PADOR will not influence the already submitted applications for any call for proposals in PROSPECT. All documents and the user list will be automatically transferred to the new version of PADOR.
2 ECAS username & ECAS password: registering as a user in PADOR

• What is the ECAS username / login and ECAS password?
In the "personal login" field you must introduce your own first and last name as well as your personal email address.

Please note down this email address, which will be linked to your username and password. It is to this email address that you will receive the ECAS email with information on how to set your personal password. If you forget your password, and you wish to request a new one, the system will send all relevant information to this address.

Please make sure that you choose the right domain when you log in to your ECAS account. You need to choose "Neither an institution nor a European body".

• How can I get my ECAS username / login and ECAS password?
At the PADOR homepage, click on "You do not have a personal ECAS identification" and you will be directed to the Identification screen.

Fill in all required fields related to the organisation your personal login, type the key code and click on Submit. You will then be asked to confirm whether your organisation is already registered in PADOR or not.

If your organisation is not already registered in PADOR and you are the first person to create a profile for this organisation, then

1 You will receive an email (sent within 5 minutes to the address that you have indicated) with your login/username ECAS (which begins with a letter N followed by 7 letters) a link "Request ECAS password". You should click on this link (within 90 mins) to set your password.

Your username and password allow you to connect in PADOR (click on "You have a username (login) ECAS with the European Commission", and then click on "You want to update / consult the account of your organisation")

If your organisation is already registered in PADOR, this means that most probably there is another person (an existing user) who is managing and is responsible for this PADOR profile. For reasons of security of data, this person will have to give you access to this profile. Therefore:

2a* An email is automatically sent to the email of the organisation and to that of the person who first registered the organisation) with your request and information on how to add you as new user. If the profile has at any point been signed, this message will contain your EuropeAid ID.

2b* You will receive the email with your login/ username ECAS and the link on how to set your password (see 1*), only when the person managing the organisations’ account adds you as a new user.

• I sent an ECAS password request but I have received no news. What should I do?
If your organisation is not already registered in PADOR normally you should receive an email (with your login/username ECAS (which begins with a letter N followed by 7 letters) and the link on how to set your password) within 5 minutes to the email address you indicated. If you have not received this email, please go to your spam box to check whether the email sent by ECAS has been filed there.
If your organisation is already registered in PADOR you will receive the email with your login/username ECAS and the link on how to set your password only when the person managing the organisation’s profile adds you as a new user.

If you encounter any difficulties, for example:
- If you didn't receive the ECAS message to create your password
- If you received the ECAS message but the link in order to create the password doesn’t work. Please click on ‘Lost your password?’ and follow the instructions in order to reset your password.

• I have forgotten my ECAS login and / or my ECAS password. What should I do?

If you have forgotten your ECAS login, please
1. click on "I have forgotten your username (login) ECAS" on the PADOR homepage
2. if the problem remains, please contact the PADOR Helpdesk at the following email address europeaid-pador@ec.europa.eu. Please mention the name of your organisation and, if known, the EuropeAid ID and/or LEF ID of the organisation.

If you have forgotten your ECAS password, create your password by following the instructions below. Please note that once not used for three months, password is deactivated for security reasons and you should therefore create a new one.

To create a new password, please click here: RESET ECAS PASSWORD. Always pay attention to choose the "External" domain.

Fill in the required fields:
- Enter your e-mail-address twice and confirm this
- Enter the characters you see in the field to enter the code
- Click on the button Get a password
A mail will be sent to your email address in ECAS to confirm your password change. This is sent from the Authentication Service [no-reply@ec.europa.eu]. These messages (from ecas-admin@ec.europa.eu) are sent as ‘private’. Should no such mail arrive, please instruct your antispam to whitelist sender address to accept mails from ecas-admin@ec.europa.eu

You have **90 minutes** to create your password through the link you receive in that email.

Click on the link in the mail:

![New password form](image)

Enter the new password and confirm this. Click on the button “Submit” to change the password.

**Please note that the Signatory is responsible for adding/deleting users of the organization in PADOR.**

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- **What is the Key Code?**
  In the key code field you must type the letters that you see in the colour image on the left. You can use either "lowercase" or "UPPERCASE" - it makes no difference. Make sure you distinguish the circles (which you must not type) from the letter "o", which is a little bit more oval. Example: ltuWZjfz = ltuwzjfz

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**3 IDENTIFY your organisation in PADOR**

- **Does my organisation already have a profile? How to check?**
  Once you click on "Submit" in the Identification screen, the system will automatically provide you with a list of organisations which already appear in our database and their Identification data are quite similar to those you have just submitted.

Even if your organisation "is not on the list", you should refine your search to make sure that your organisation is not already registered. Otherwise you risk the creation of two different records for the same organisation (double registration). Note that duplicates of your profiles cannot be deleted.

To avoid the creation of double records, here are some useful tips:
Tip 1. Submit your search query again typing the name of your organization in other possible language versions: original language used on the statutes, the national language, international name (English).
Ex.: NETWORK FOR AFFIRMATION OF NGO SECTOR >> MREZA ZA AFIRMACIJU NEVLADINOG SEKTORA Ex.: UMWELTVERBAND WWF OSTERREICH >> WORLD WIDE FUND FOR NATURE AUSTRIA Ex.: KENTRO ANAPTYXIS KAI EKPAIDEFSIS EVROPAIK I PROOPTIKI >> DEVELOPMENT AND EDUCATION CENTRE EUROPEAN PERSPECTIVE

Tip 2. check for spelling mistakes
Ex.: CHAMBRE DE COMMERCE ET D'INDUSTRIE PARIS >> CHAMBRE DE COMMERCE ET D'INDUSTRIE DE PARIS
Ex.: UNIVERSITY OF ZAMBIA >> THE UNIVERSITY OF ZAMBIA
Ex.: DRUŠTVO ZA ZASTITU I UNAPREDJENJE MENTALNOG ZDRAVLJA DECE I OMLADINE >> DRUŠTVO ZA ZASTITU I UNAPREDJENJE MENTALNOG ZDRAVLJA DECE I OMLADINE Ex.: TEATRO LINEA DE SOMBRA A.C. >> TEATRO LINEA DE SOMBRA AC Ex.: HAKAM ASSOCIATION >> HAKEM (CONFERENCE DE SOMBRA)

Tip 3. Use a keyword based search, excluding from the name of your organization general terms such as "Association", "University" or "Organization".
Ex.: ASSOCIATION EUROPEAN ECONOMIC CHAMBER OF TRADE COMMERCE AND INDUSTRY NEPAL >> EUROPEAN ECONOMIC CHAMBRE (EEC) - NEPAL Ex.: TOSCANA >> REGIONE TOSCANA

Tip 4. Search by the trading name, if any, of your organisation (the trading name is the one in brackets after the legal name - in the identification screen)
Ex.: ASSOCIATION FOR THE PREVENTION OF TORTURE (APT) Ex.: AT HENS NETWORK OF COLLABORATING EXPERTS ASTIKI ETAIRIA

Tip 5. Try the acronym instead of the full name.
Ex.: AWSA BELGIUM >> ARAB WOMEN'S SOLIDARITY ASSOCIATION BELGIUM (AWSA-BE)

If, after all these checks, your organisation still has not appeared in any of the results list, you can then safely proceed to the next step of the registration: click "My organization is not on the list ".

• What might happen if my organisation already has a PADOR profile and I create another one (double profile)?
The creation of double records may have consequences on the management of your organization's contract. For example, you might fail to identify your organisation with a EuropeAid ID linked to an existing LEF 6, (in complete registration), and instead, you create a EuropeAid ID linked to a temporary LEF.

• I have registered my organisation, but I cannot see/ I have not received my EuropeAid ID. Why?
Please refer to Section 1 (under point 1.4).

In case you face technical issues with signing your profile, please contact the PADOR Helpdesk or send the PADOR off-line form together with your application at the address listed in Section 2.2 of the Guidelines. Please refrain from creating a duplicate of your profile.
• My organisation appears in the list more than once. Which profile to choose?
If your organisation has more than one profile in PADOR, please verify whether your organisation has a permanent profile (LEF6000) or only temporary profiles (LEF N/A). If your organisation has a permanent profile, which means that your organisation has been awarded a contract by the European Commission, please imperatively select this profile. If your organisation only has temporary profiles, we would invite you to choose one profile of your organisation and to keep on working on that. We recommend you to keep the most and last updated profile. **Please do not forget to sign this profile.**

Please be kindly reminded that the Signatory is responsible for adding/removing users of the organisation in the current PADOR.

• How to remove an organisation's profile?
If you would like to remove a profile of your organisation, please contact **DEVCO APPLICATION SUPPORT**.

4 ACCESS

• The signatory user has left the organisation/e-mail has changed, how can I access the PADOR profile of my organisation?
To grant you the access to the profile of your organisation, please send an official request to **DEVCO APPLICATION SUPPORT** with:

1. A scanned signed version of a LEF form duly filled in and signed. To obtain a LEF form, please click [here](#) - (Document: "E3e2 Legal Entity File (for private bodies)" or "E3e3 Legal Entity File (for public bodies)" under "Practical Guide and grants annexes").

2. A scanned version of the statutes of your organisation.

3. An official letter indicating that you are a member of the organisation and authorised to access the PADOR profile as signatory user.

Once you send this information, **DEVCO APPLICATION SUPPORT** will send you the access data to the profile of your organization.
5 ADMINISTRATIVE DATA

• I cannot access/modify some fields on the "Administrative data" screen: why?
There are some administrative data that you cannot modify by yourself in the current version of PADOR. As of the 27th of June, you will be able to update all fields linked to your EuropeAid ID by yourself. **Please contact the contracting authority to inform them about the changes in the LEF-form data of your profile** (organisation's name, address, legal type/form, national registration data, profit making profile, NGO,…).

• I have sent a LEF data modification request, but this has not yet been done: will this have an impact on my application for the calls for proposals?
No. This does not affect your registration in PADOR or your application. Please continue your registration in PADOR, filling in ALL the screens, even if some LEF data on the first and second screen is missing or is not yet updated.

• My organisation doesn't have a PO BOX or Postal code, but those are obligatory fields: what should I do?
If you don't have a PO BOX and/or postal code, please introduce 0 (zero) in this field. Note that only one of the two fields is requested by PADOR. This information may be used for correspondence regarding your applications to EuropeAid, so we encourage you to fill in this information with utmost accuracy.

• My organisation is about to apply for a few calls for proposals, both as the main applicant and as co-applicant. What should I tick in the "reason" field?
Please tick the option "Applicant to call for proposals", even if you are also a co-applicant in other calls at the same time. Applicants are requested to provide more information in PADOR than co-applicants. Therefore, if you are registering as "applicant" you can be sure that you have provided all the necessary information in the system. This information will also be sufficient for the calls for which you are the partner.
6 PROFILE

• Statutes: what are they and how can I upload them in PADOR?

A Statute is a document that proves that your organisation is officially registered with the authorities of the country in which it is based. All organisations registering in PADOR (both applicants and co-applicants) are required to upload their statutes in PADOR. If your organisation is a public authority (including local authority) created by law, please upload a copy of the founding law. Remember to upload translations of these documents should the original documents be in a non-EU language.

To upload the statutes in PADOR:
1. scan the statutes of your organisation, and then save it on your computer.
2. click on the button ‘Browse’ and, in the new window that opens, select the document containing the statutes of your organisation (and a translation - if written in a non EU language).

Please note that you can upload only documents in the field. If you want to upload a few documents, please compress (e.g zip or .rar) or scan them and then upload this single file to the relevant field.
Note: the name of the file should be written in Latin characters.

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• The PADOR list of sectors does not include some specific sectors in which my organisation is active. What can I do?

Please check the OECD list of sectors, which includes explanations about each of the sectors/subsectors,

In case the specific sector in which your organisation intervenes does not appear in this list, please provide relevant information on the "Additional information" screen.

If you are using Internet Explorer 9, you may need to change your security settings in order to be able to fill in the sectors your organization is active in. After verifying that the browser you are using is Internet Explorer 9, go to ‘Tools’, select ‘Internet Options’, click on the ‘Security’ tab, then double click the ‘Local intranet’ icon. If you click on ‘Sites’ a pop-up window will appear. Click on ‘Advanced’. In the text entry field under ‘Add this website to the zone’, fill in: https://webgate.ec.europa.eu. Should you still have problems filling in the sectors, please contact the PADOR Helpdesk.

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• Should I tick only general sectors or the, more detailed, subsectors?

It is up to the person who registers the relevant information to give more general or more detailed information about the sectors in which an organisation is active. You can choose between ticking general sectors or subsectors, or combine both.

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• Some of the projects encompass many sectors. How to present this?

It is up to the person who registers the relevant information to decide how to present (split or group)
multi-sectoral experiences, as long as the information provided presents accurately the implementation capacity of the organisation.

For example: if you have implemented a project for 4 years and you estimate that 4 sectors were covered equally during these 4 years, you can put 4 years for each sector.
7 EXPERIENCE

7.1 General Questions

- We are a local NGO which is a branch of a European NGO. Can we claim the experience (sectorial / geographical) of the main organisation?

- We are a Department of a University. Can we claim the experience (sectorial / geographical) of the University?

All experience that is listed in the PADOR screens should be that of the legal entity which is being registered in the PADOR.

By contrast, when an organisation participates to a Call for proposals as a distinct legal entity, it is not possible from the PADOR registration point of view that this organisation claims at the same time the experience of other distinct legal entities.

Some of the projects encompass many sectors. How to present this?

It is up to the person who registers the relevant information to decide how to present (split or group) multi-sector experiences, as long as the information provided presents accurately the implementation capacity of your organization. For example: if you have implemented a project for 4 years and you estimate that 4 sectors were covered equally during these 4 years, you can put 4 years for each sector.

Can we list experience longer than 7 years?

Organisations may introduce data for the same number of years (7) so their experience can be compared on a common basis. Of course, if you want to give more details about the experience of your organisation beyond these 7 years, you may do so on the "Additional information" screen.

However, what is most important is to make sure that data provided is up-to-date and corresponds to the last 7 years (For instance, in 2012, you could include information for the period 2006 - 2012 (7 years). In 2013, you could update your profile to include information for the period 2007 - 2013).

I cannot access all the screens which appear in the menu on the left side of the screen (Sectorial, Geographical experience, etc.): why?

You must first introduce and save information on the first two screens: "Administrative data" and "Profile". All the other PADOR screens, as well as all the fields in them, will then become accessible (=green =clickable)

What do M and K mean?

M = millions: for instance, 1M = 1 000 000 K = thousands: for instance, 1K = 1 000
7.2 Sectorial Experience

- Some of the sectors we are active in do not appear on the list. What should we do?
  Please go back to the Profile Screen, and tick the sectors and subsectors your organisation is active in and click on save. Once you save the data in this screen, the relevant sectors and subsectors will then appear on the Sectorial (and Crossed Information) Screen.

7.3 Geographical Experience

- Should I present our experience "by region" or "by country"?
  It is up to the person who registers the relevant information to present the experience of the organisation "by region" or "by country". The option to allocate either by region or by country was introduced to help applicants to better present their projects, whether these are implemented in a specific country/ies or at a wider level, in a broader geographical region.

- There are only three lines available: how can I introduce more information?
  Each time you "Save" the 3 lines that you have already filled in, 3 new lines appear. Therefore, to add new lines you only have to “save” the information already introduced.

7.4 Crossed Information

- Can I modify the Region/Countries and Sectors that appear on this screen?
  This is screen is automatically generated by the system, based on the information you provided in the previous screens (Sectorial and Geographical experience Screens). If you wish to modify the information on this Screen you should go back and fill in and save:
  1. the Profile Screen (Sectors) and then the Sectorial Experience Screen ^ to modify Sectors
  2. the Geographical Experience Screen ^ to modify Regions / Countries

- Is the screen "Crossed Information" mandatory?
  This screen is not mandatory (note that the fields are not in orange). However it is obligatory to "Save" the screen, otherwise the system will not allow you to "Sign" the declaration of honour at the end of the registration process - and therefore you will not be able to validate your data and get your EuropeAid ID.
8 FINANCIAL DATA

8.1 General Questions

• Are the Financial Health, Financing Sources and Audit Report screens obligatory?
Data related to Financial Health and Financing Sources screens are obligatory for all applicants and affiliated entities. The only exception to these rules is made for local authorities.

Financial Reports are obligatory only for applicants who are not public bodies (international organizations and local authorities included)
Financial Reports are optional (not obligatory) for co-applicants and affiliated entities.

The Audit Report screen is obligatory only for applicants applying for a grant of over 750,000 €
This screen is optional for all co-applicants and affiliated entities (including those who request a grant of over 750,000 €)

If you are a public body (including if you are a local authority) please also consult the annex attached to the FAQ which lists all the required / optional information for Local Authorities - screen by screen (annex available here).

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• Some data is not available (e.g. yearly financial report not issued yet)/ some fields are not applicable for our organisation.

In this case you should
1. insert a zero (0) value to all fields that are not available / applicable
2. upload a document explaining why Financial/Audit Report is not available / applicable. This document should be uploaded in the "Report" field (please compress or scan documents in a single document if needed). Note: the name of the document should be written in Latin characters.

Alternatively you can provide any additional information / clarification in the Additional information screen (free text).

If you are a public body (including if you are a local authority) please also consult the annex attached to the FAQ which lists all the required / optional information for Local Authorities - screen by screen (annex available here).

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• I cannot fill in or save financial/ audit data on the relevant screens.

1. Make sure that you fill in the Financial data related screens in the following order:
   Financial Health / Financing Sources / Audit report
   Only when you fill in the Financial Health screen year by year, the fields for these years become active (=clickable) in the next screen (Financing Sources) and you will be able to insert the information required.

2. Type only numbers in the fields, with no dots, commas, spaces or symbols:
   a. type integer numbers in the following format:1000 (not 1.000, 1,000 or 1 000) for the value “thousand”.
   b. round up to the nearest integer value the numbers that contain decimal points : 125001 (not 125000.67)
   c. when asked to fill in percentages, fill in just numbers without the % symbol at the end
3. Amounts requested must be expressed in thousands of euro. (For instance, if the turnover of your organisation is 10000000 euro (10 million), you must type 10000 (10 thousand))

4. Type data in the relevant fields by clicking on these fields (even if you do not actually see the cursor placed in them or blinking!).

**Uploading reports : I cannot upload / save / replace a document. What to do?**

Make sure that the title of the document to be uploaded is written in Latin characters.

To replace a report, please upload the new document - the system will automatically replace the old document with the new one (there is no way to remove first the old document).

Please note that in each field you can upload only one document. If you wish to upload more than one document, please compress (ex. zip or rar) or scan them and upload this single file in the relevant field.

**8.2 Financial Health**

**What do the terms ”turnover”, ”net earnings”, ”balance sheet”, etc mean?**

Please place your cursor on the bulb next to each of these titles, and a window will pop up with a definition / more information on the type of information requested in each of these fields.

**For which years should we attach the financial reports?**

Please refer to the guidelines for grant applicants for the call for proposals you are applying for (Section 2.4 ”Submission of Supporting Documents”). In principle, applicants should submit financial reports for the latest year. Data for previous years can be modified in case it has been filled in before December 2012.

Please note that financial reports are required only for applicants (not co-applicants, affiliated entities, nor applicants that are local authorities).

**Our organisation was recently established and financial reports for the past year is not available. What should I do?**

If you have correctly defined the year of establishment of your organisation in the ”Profile” screen, the system should not ask you for reports earlier than this year.

However, if, for any reason, you are prompted to upload the reports, please fill in the **latest available report** under the year it reflects. For the latest year please insert a zero (0) value for Financial data and upload a document explaining the situation in the ”report field”.

**What exchange rate should I use for converting the figures in Euro?**

- **To which year should the exchange rate correspond? Should I use the most recent exchange rate (i.e. that of today) for all figures, or that of the corresponding year for each financial table?**

  You must use the rate specific to the month and year in which the annual financial report was produced: for instance, if your financial report for 2012 was produced in January 2013, you must use, for the figures corresponding to the year 2012, the exchange rate of January 2013.

- **I can see only a number of lines except the one corresponding to the previous year, but some of the years are skipped from the inverse consecutive order?**

  As of January 2013 only the financial data and report for the previous year are mandatory. Even though not required, you will be able to fill in financial information for the last 3 years. However, for financial data covering earlier periods, you will be allowed to modify only previously made records.

  Example: In June 2013 an applicant will be prompted to upload the financial data and report for financial year 2012. The applicant will be able to fill in data for years 2011 and 2010. However, if the applicant had not previously filled in any financial information for year 2009, this line will not be displayed. Alternatively, if the applicant had filled in at a previous date data for 2007 and 2008, this data will be displayed and the record preserved as such or subject to modification by the applicant.

8.3 **Financing Sources**

- **When I click on the field "Year", no year appears: what can I do?**

  You cannot see the years on the "Financing sources" screen because you have not filled in and saved the previous screen the information requested about "Financial health". Once you save the "Financial health" screen, the years for which you have provided information, will then also appear on the drop down menu in the "Financing sources" screen.

- **What type of information should I provide in the "% per year" column?**

  In the "% per year" column you must indicate the amounts (in percentages) that your organisation received from various financing sources, year by year.

  For any given year, if you add up all the percentages indicated, the total should be 100%:

  For instance, in 2012 your budget was fed 50% by the EU Commission, 25% by members’ fees and 25% by a EU member state public body. These percentages must add up to 100% (in this example 50% + 25% + 25% = 100%). Otherwise, the system will give you an error message and you won't be able to save data provided on this screen.

  **Note:** please remember fill in just integer numbers - without any symbols (commas, dots, spaces, %, etc)
What are the "members' fees"?

"Member fees" are fees paid on a regular basis (for instance, monthly, every 2 months, twice a year, etc.) If your organisation receives spontaneous donations from individuals, these cannot be considered as "members’ fees", and must be indicated under the "Donations from individuals" field.

Please note that the "Number of fee-paying members" field is obligatory only if you have chosen "Fee-paying members" in the respective "Source" field.

For which years we have to attach audit reports?

Please refer to the guidelines for grant applicants for the call for proposals you are applying for (Section 2.4 “Submission of Supporting Documents”). In principle, applicants should submit -at least - the most recent audit report available, even though this field is not mandatory in PADOR.

Please note that audit reports are required only for applicants (except public bodies) who are applying for a grant that exceeds 750,000 €.

What does "valid until" means on the "Audit report" screen?

The validity date of an audit report is the end date of the period covered by the audit report. For instance, if the audit reports cover the period from January 1st to December 31st of a given year then it will be "valid until" December 31st.

Why / How to validate the data I have introduced?

It is important to sign the declaration of honour in the last page of the PADOR screen (“Sign”) in order to:
1. make sure that the registered data are complete and sufficient. If there are any fields missing, a box will appear on your screen which will list all the fields/screens you need to go back and correct.
2. validate the data you have introduced, and
   a. obtain your EuropeAid ID (if you are registering for the first time)
   b. “update” your PADOR profile (if it not the first time you are registering). The Evaluation Committee will only see the data that were most recently "validated" .i.e "signed" (not simply "saved" in each screen).

I click on "sign", I receive a notification that there are some missing fields, but not a list of these fields. I am sure that I have completed all the required fields in all screens. What to do?

Please go to the User Management page to check if you are authorised to "sign" the data. It is possible that you are only authorised to enter / modify data, but not to sign (validate) the data. Please check who is the “Signatory” for this PADOR profile and ask them to sign the data, or to upgrade your status to "Signatory".

The red crosses next to the name of the fields in the left hand side of the PADOR page indicate the
screens from which information is missing. Access these screens (one by one) and click ‘Save’. The error message displayed at the top of the page will list fields that still need to be filled in. Should you encounter any technical problem in this process, contact the PADOR Helpdesk.

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10 USER MANAGEMENT

• Is it possible to add more / remove users from the PADOR profile of our organisation?
Please note that only the signatory user can add/remove users from the user list. Adding and removing users is possible through the User Management Screen in PADOR. Different access rights may be granted to different users (view only = Can view data, ability to edit data = Data Entry Agent, right to sign to validate data = Signatory). Please note that only the signatory user can sign the profile of the organization.

There has to be at least one Signatory in PADOR. However, it is recommended to have two signatory users.

In particular, once you have entered the PADOR profile of your organisation, please click on User Management.

To remove a user, click on the “Remove Box” next to the user(s) you would like to remove. Click on “Save”.

To add a user, enter the first name, last name and the log-in email of the user and define the level of access rights the user will have:
1. View: can view but NOT modify data
2. Data entry: can view, modify and save, but NOT sign
3. Sign: can validate data, and change the access levels of the other users, and delete users.

Please note that if the user is already registered in ECAS, PADOR will automatically use the data of ECAS linked to this user.

There is no limit in the number of users (with any of the above profiles) an organisation account might have.
Whenever a new user will try to access the profile of an organization that is already registered, the organization will be notified (using the registered email address of the organisation) of this attempt of access. Should the profile be already signed and submitted, the organisation will be reminded of their EuropeAid ID and list of Signatories.

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• How many users can have the right to (a) view (b) edit and (c) sign (validate) data?

There is no limit to the number of users (with any of the above access rights) an organisation account might have, however we advise you to designate the Signatory profile to a limited number of persons (and minimum 2 - in case of absence of one of them).

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11 SEARCH FOR PARTNER

• What is the Search for partners' tool, and what type of data becomes visible to other organisations if I chose to make the profile of our organisation public?

This "search for partners" functionality has been introduced in PADOR to allow organisations to network and find other organisations already registered in the database (by sector, country of action, legal type, target group and expertise). Please note that the financial data, and the information related to the staff of your organisation will not become public.

If you would like your organisation's profile to be visible to other organisations through this search function, please choose "yes" under the option "View" in the "Administrative data" screen.

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<p>| 12 Annex: Public Bodies (including Local Authorities and International Organisations) |
|---------------------------------|----------------------------------------------------------------------------------|
| <strong>PADOR SCREEN</strong>               | <strong>Required / Optional Fields</strong>                                                    |
| <strong>ADMINISTRATIVE DATA</strong>         | <strong>Required:</strong> Organisation name, Organisation email, Language, Address, Postal Code or P.O Box, Country, City, Legal Type, Reason and View. <strong>^ Tick the &quot;Local Authority&quot; box.</strong> |
| (if LEF 6, then data * cannot be modified by the user, p.7 Help Guide) | <strong>Optional:</strong> Abbreviation, Website, Phone, Fax. |
| <strong>PROFILE</strong>                    | <strong>Required:</strong> Profit Making, Value Bases, Category, NGO, Link, Place, Date, Target Groups, Sectors, Statutes (= upload a copy of the Law establishing this entity, for all public entities except Local authorities). |
| (if LEF 6, then data * cannot be modified by the user, p.7 Quick Guide) | <strong>Optional:</strong> Legal type, Legal Form, National registration number, VAT number, and LEF. |
| <strong>EXPERIENCE</strong>                 | <strong>All fields are Required</strong>                                                       |
| a. SECTORIAL                   | (Years of Experience, Number of projects, Estimated Amount)                      |
| b. GEOGRAPH/L                  | (Region/Country, Years of Experience, Number of Projects, Estim.Amount)           |
| c. CROSSED INFO                | <strong>All fields are optional</strong>                                                       |
| (summary table automatically provided) |                                                |
| <strong>FINANCIAL HEALTH</strong>           | <strong>Required:</strong> (Turnover, Net Earnings, Balance Sheet, Shareholder Equity, Medium and Long term Debt, Short Term Debt) |
| (type 0 (zero) in any field that is not applicable, and provide an explanation in the document uploaded - or in the Additional information screen) | - at least for latest year - |
| <strong>FINANCING SOURCES</strong>          | <strong>ALL fields are Required (for the years for which Financial Health data is available)</strong> |
| Choose &quot;Taxes / Local Taxes / Government donations&quot;. Indicate 100% | |
| <strong>AUDIT REPORTS</strong>              | <strong>All fields are Optional</strong>                                                       |</p>
<table>
<thead>
<tr>
<th><strong>STAFF</strong></th>
<th><strong>If you are an Applicant:</strong></th>
<th><strong>If you are a Co-applicant or Affiliated entity:</strong></th>
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<td><strong>Optional:</strong></td>
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<td></td>
<td>number of Unpaid Staff in the Headquarters, number of Unpaid Staff who are expatriates, number of Unpaid Staff who are locally hired</td>
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<td><strong>BOARD OF DIRECTORS</strong></td>
<td><strong>If you are an Applicant:</strong></td>
<td><strong>If you are a Partner:</strong></td>
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<td>(=Town Council / Local Assembly)</td>
<td><strong>ALL fields are Required</strong></td>
<td><strong>All fields are optional</strong></td>
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<td>Names of the Town Council / Local Assembly, their profession, their function within the Town Council / Local Assembly, their nationality, since when they have been members</td>
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<tr>
<td><strong>Additional information</strong></td>
<td><strong>All fields are Optional</strong></td>
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