

# ESF ECLAIMS External Users Guidance (Claims)

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## Introduction

ECLAIMS is the platform through which you will now submit your claims to the ESF Managing Authority (MA). ECLAIMS is still undergoing development and we welcome your feedback on your experiences of using the service.

Although ECLAIMS is designed to be intuitive, it is strongly recommended that you closely follow the steps in this document, until you are fully familiar with the process. Each step is set out in this guidance note using screenshots from the test environment - note that the appearance of some screens may change slightly as ECLAIMS is developed further.

## Accessing ECLAIMS

In order to access ECLAIMS, you will have received an email from Datamart with your log in details. Please follow the instructions within the email to change your password and access the service.

ECLAIMS is a web based application available through the following link. It is recommended that you use the Chrome browser to access ECLAIMS, or if this isn't available, Firefox

<https://eclairs.comunities.gov.uk/esif-web/>

## Project information on ECLAIMS

Please note that the Managing Authority (MA) has already migrated relevant information from your application form on to ECLAIMS.

We recognise that not all of the information has been migrated, we have however uploaded a copy of your original application which contains the full details.

## What can and can't you do on ECLAIMS?

You should only use ECLAIMS for submitting claims on projects as pre-agreed with the MA. If you also have ERDF projects then you shouldn't use ECLAIMS for submitting ERDF claims, unless agreed with the ERDF MA (although you will be able to see these projects on the service).

It is not yet possible to submit forecast data directly via ECLAIMS. This means you will need to complete the Dual Forecast spreadsheet and upload it to ECLAIMS in the "Review" screen. This is covered later in the guidance.

## Support arrangements

Please find below link to relevant claim templates and guidance on GOV.UK

<https://www.gov.uk/government/publications/esf-claim-applications-and-self-declared-adjustments>

Guidance on the following is available through this link:

- Transaction List
- Participant Data Schema
- Participant Data Schema Guidance
- Claims Work Instructions.

The attached file contains examples of common issues/solutions when making your claim via ECLAIMS. Please consult this guidance and the attached file before contacting the MA.

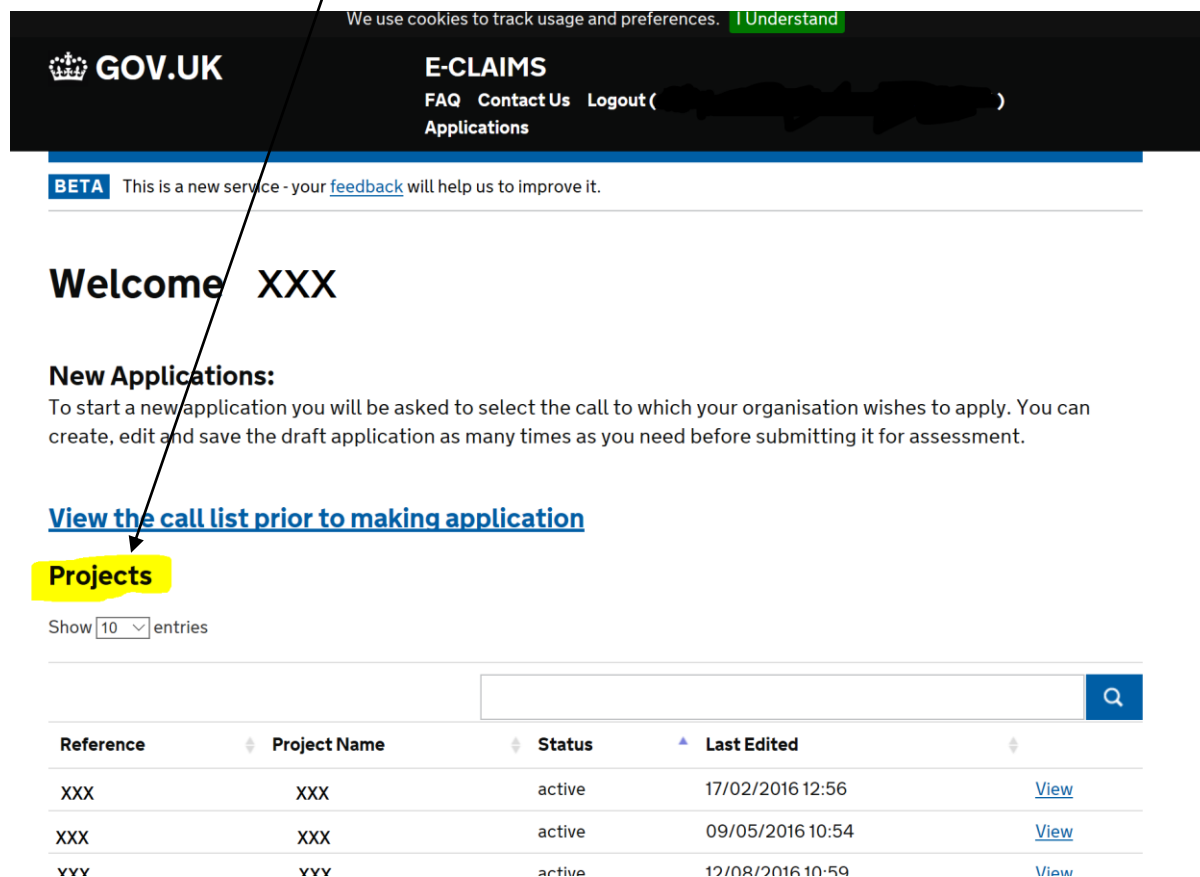
The [ESF E-Claims best practice](#) file contains examples of common issues/solutions when making your claim via ECLAIMS. Please consult this guidance and the ESF Claims best practice file and if your queries aren't able to be resolved via this guidance or the ESF Claims best practice file above, please direct any queries to MA via the email address below:

[ESFECLAIMSGR.SUPPORT@DWP.GSI.GOV.UK.](mailto:ESFECLAIMSGR.SUPPORT@DWP.GSI.GOV.UK)

## 1 - Loading claim onto system

Log in to your account.

Scroll down to the 'Projects' heading on your Home screen (This is the screen that says 'Welcome' at the top of page):



We use cookies to track usage and preferences. [I Understand](#)

**GOV.UK** **E-CLAIMS**  
FAQ Contact Us Logout ( )  
Applications

**BETA** This is a new service - your [feedback](#) will help us to improve it.

## Welcome XXX

**New Applications:**  
To start a new application you will be asked to select the call to which your organisation wishes to apply. You can create, edit and save the draft application as many times as you need before submitting it for assessment.

[View the call list prior to making application](#)

**Projects**

Show  entries

Reference	Project Name	Status	Last Edited	
XXX	XXX	active	17/02/2016 12:56	<a href="#">View</a>
XXX	XXX	active	09/05/2016 10:54	<a href="#">View</a>
YYY	YYY	active	12/08/2016 10:59	<a href="#">View</a>

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

### Existing applications

Show 10 entries Search:

Reference Number	Project Name	Call	Last Edited	Status	Type	
XXX	XXX	XXX	19/04/2016 08:37	approved	appraisal	<a href="#">View application</a>
XXX	XXX	XXX	08/03/2016 05:40	invitation sent, awaiting full application	assessment	<a href="#">View application</a>

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

### Projects

Show 10 entries

Reference	Project Name	Status	Last Edited	
XXX	XXX	pipeline	19/04/2016 14:42	<a href="#">View</a>
XXX	XXX	active	19/04/2016 15:40	<a href="#">View</a>
XXX	XXX	pipeline	01/03/2016 12:48	<a href="#">View</a>

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

Identify the relevant project (what you see here will depend on how many projects you have) and click on 'View'.

You should then see a screen like that shown below. Click on Manage Claims in the options menu:

http://staging-dclg-erdf.demo.marklogic.com/esif-web/project/manage/e95e2e87-b... DCLG intranet Manage Project

File Edit View Favorites Tools Help

**GOV.UK** **E-CLAIMS**  
FAQ Contact Us Logout (rgill-external@DCLGSEC.LOCAL)  
Applications

**ALPHA** This is a new service – your [feedback](#) will help us to improve it.

[Home](#) > [Manage Project](#)

## Project XXX

**Options Menu**

- [Manage Project](#)
- [Manage Claims](#)
- [Self-declared Adjustments](#)
- [Procurement Register](#)
- [Asset Register](#)
- [Project Financial Profile](#)

**Project Information:**

Project Reference: XXX

Project Name: XXX

Organisation: XXX

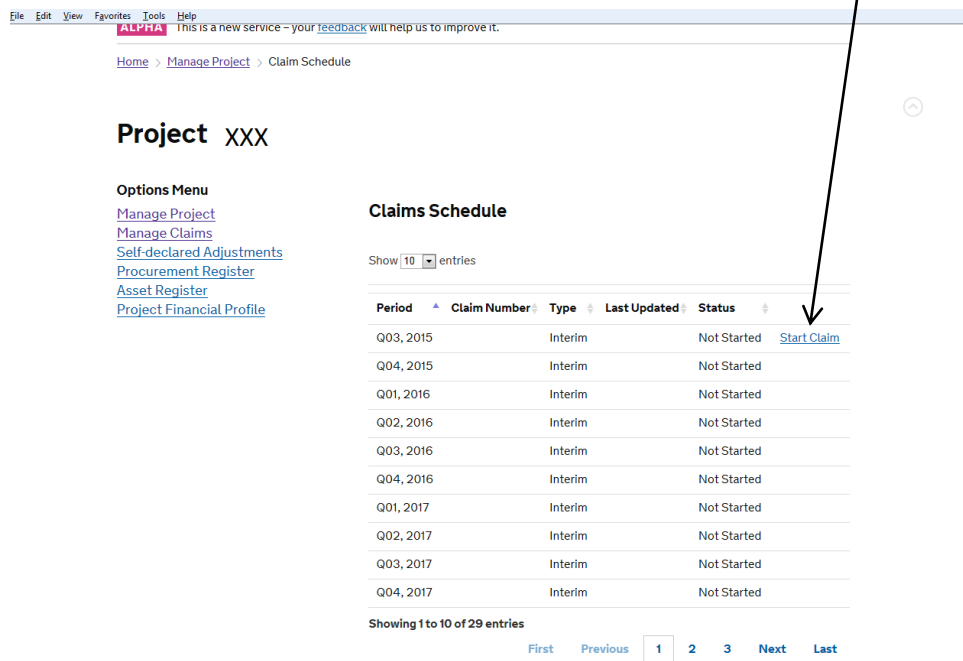
Status: active

**Project Activity Log:**

Show 10 entries

Date	Activity	User
XXX	XXX	Rich Gill
XXX	XXX	Rich Gill
XXX	XXX	Rich Gill

When a list of Claims Schedule is displayed - select 'Start Claim' to the right of the appropriate claim.



File Edit View Favorites Tools Help  
ALPHA This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > [Manage Project](#) > Claim Schedule

## Project XXX

**Options Menu**  
[Manage Project](#)  
[Manage Claims](#)  
[Self-declared Adjustments](#)  
[Procurement Register](#)  
[Asset Register](#)  
[Project Financial Profile](#)

### Claims Schedule

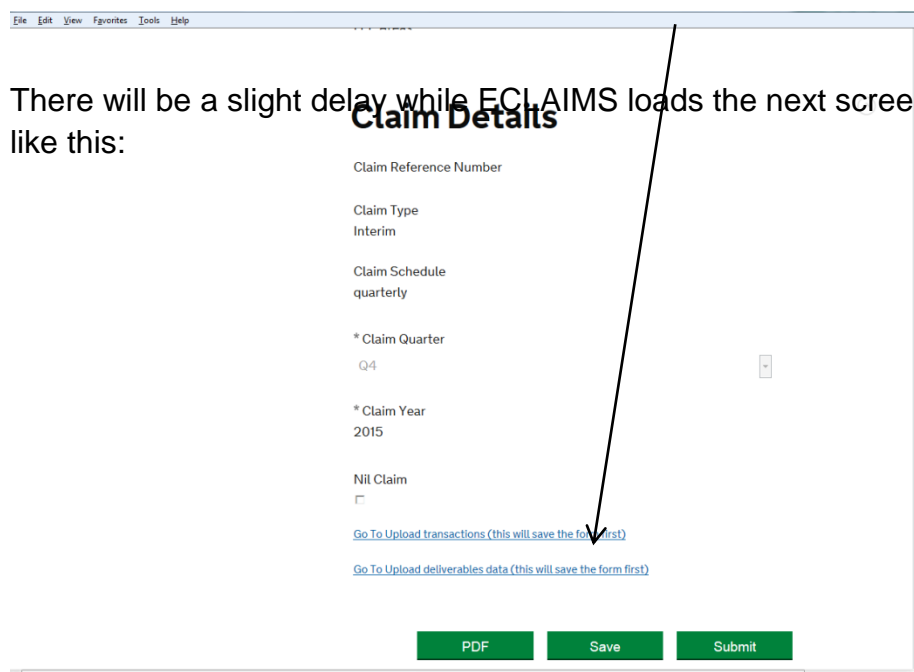
Show 10 entries

Period	Claim Number	Type	Last Updated	Status	
Q03, 2015		Interim		Not Started	<a href="#">Start Claim</a>
Q04, 2015		Interim		Not Started	
Q01, 2016		Interim		Not Started	
Q02, 2016		Interim		Not Started	
Q03, 2016		Interim		Not Started	
Q04, 2016		Interim		Not Started	
Q01, 2017		Interim		Not Started	
Q02, 2017		Interim		Not Started	
Q03, 2017		Interim		Not Started	
Q04, 2017		Interim		Not Started	

Showing 1 to 10 of 29 entries

[First](#) [Previous](#) [1](#) [2](#) [3](#) [Next](#) [Last](#)

You are then presented with the Project Overview and Claim Details screen - note this gives you the option of submitting a 'Nil claim' – only click in this box if you are not intending to submit a financial claim for this quarter. If you are submitting a NIL claim for a period after a first claim has been paid, please note you must still complete a Progress Report. Click on 'Go to Upload Transactions'



File Edit View Favorites Tools Help

## Claim Details

Claim Reference Number

Claim Type  
Interim

Claim Schedule  
quarterly

\* Claim Quarter  
Q4

\* Claim Year  
2015

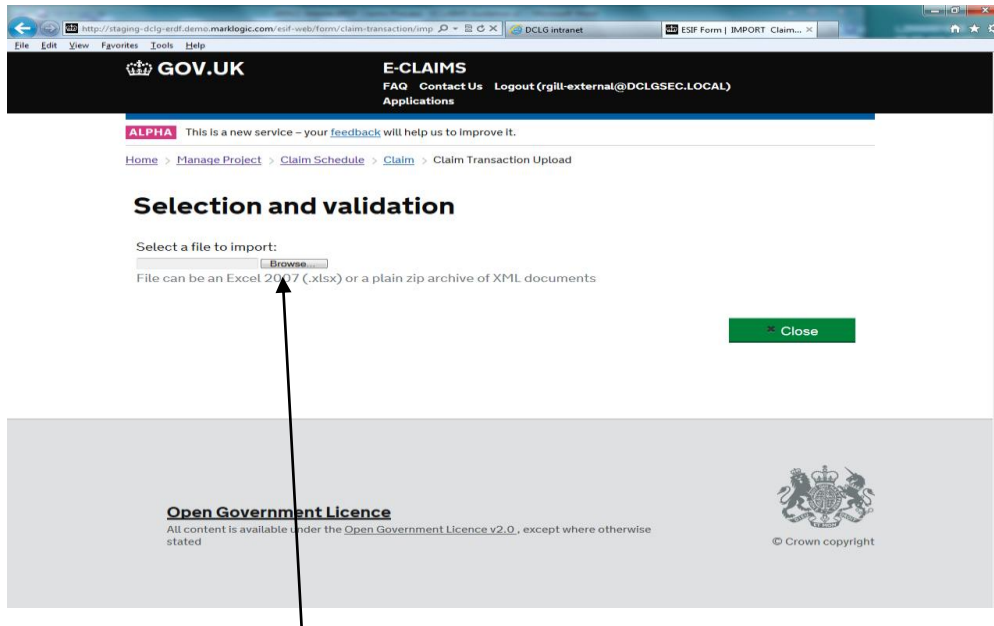
Nil Claim  
☐

[Go To Upload transactions \(this will save the form first\)](#)

[Go To Upload deliverables data \(this will save the form first\)](#)

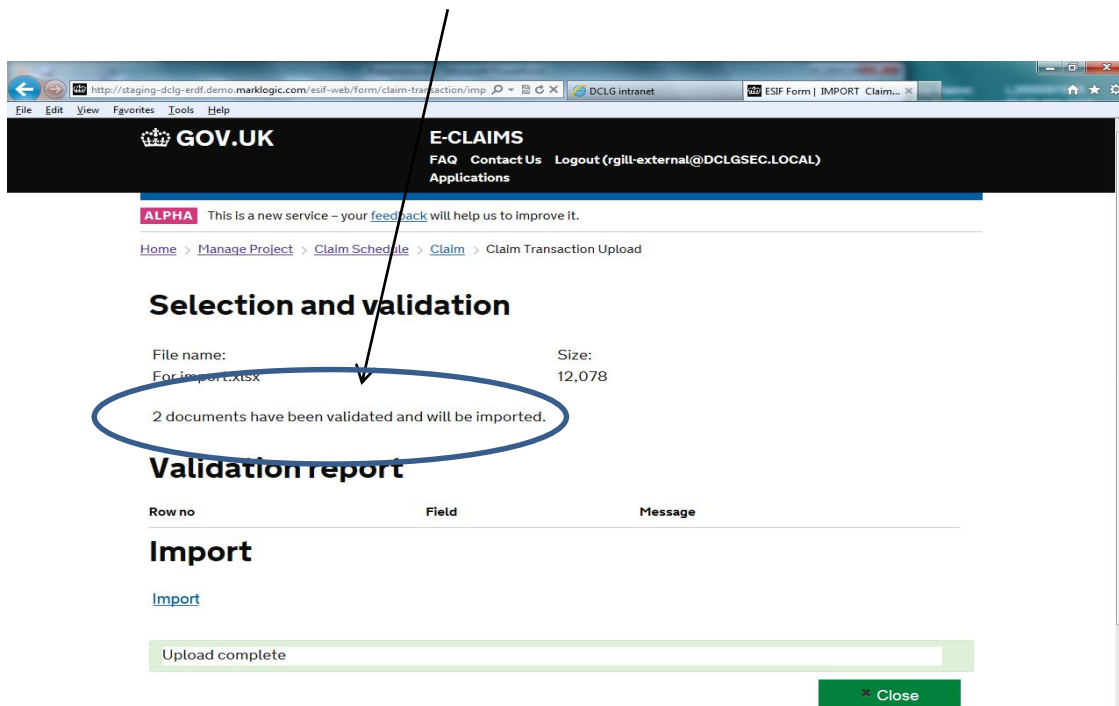
[PDF](#) [Save](#) [Submit](#)

This is the point where you upload a copy of your pre-prepared (import ready) Transaction List – see **Annex 1** for further information on how to prepare a Transaction List. The Transaction List is the mechanism for the MA to capture details of all financial transactions relating to the project.



Now click on the Browse button shown above and find your exported version of the Transaction List you wish to upload, clicking 'Open'

The service will now validate your Transaction List and if the validation checks are passed, you should see a screen like this advising you that your documents i.e. transaction lines have been validated and will be imported:





If the validation checks failed, you will see a screen like this:

Upload complete

Selection and validation

File name:

Transaction flat.xlsx

Size:

9,895

NOTE: 2 out of 2 documents are invalid.

Validation report

Row no	Field	Message
3	cost-category	This Cost Category is not associated with this project
3	priority-axis	This Priority Axis is not associated with this project
3	investment-priority	<ul style="list-style-type: none"> <li>This Investment Priority is not associated with this project</li> <li>This Investment Priority is not associated with this Priority Axis</li> </ul>
3	defrayal-date	Date of Defrayal must be before end of claim period
3	total-less-developed-category-of-region	You have allocated expenditure to a Category of Region that is not defined in your project.
3	total-transition-category-of-region	You have allocated expenditure to a Category of Region that is not defined in your project.

- The “Row no” relates to the excel spreadsheet row number, not the Line Item ID
- The “Field” relates to the column header on the spreadsheet.
- The “Message” provides a description of the issue.

You will not be able to proceed to the next stage until any issues have been resolved. At this point the Transaction List has not been uploaded; you can therefore work on your Transaction List to resolve the issues and then follow the steps to upload the Transaction List again from the beginning.

Please refer to the relevant guidance and the tab on the Transaction List before contacting the MA with queries.

Once the Transaction List has been uploaded, click the Import prompt.

After documents have been imported click the green 'Close' button which will return you to the claim overview screen.

## Upload complete

Selection and validation

File name:

Transaction flat 2.xlsx

Size:

10,061

1 document has been validated and will be imported.

Validation report

Row no

Field

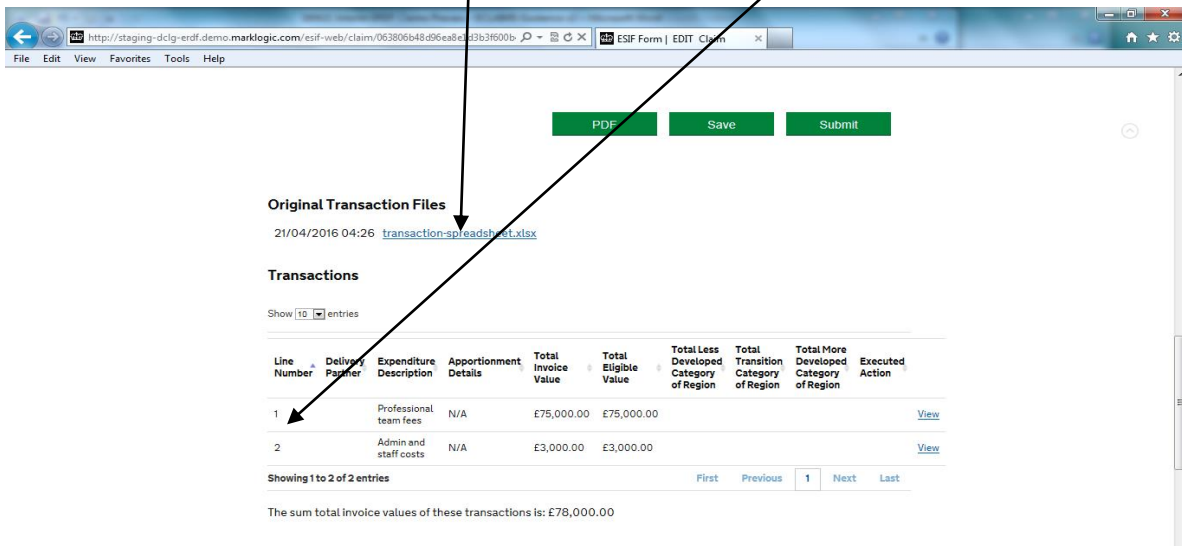
Message

Import

Import

Close

You should see the transaction xlsx file and list of transactions when scrolling down the overview screen:



Original Transaction Files

21/04/2016 04:26 [transaction-spreadsheet.xlsx](#)

Transactions

Show 10 entries

Line Number	Delivery Partner	Expenditure Description	Apportionment Details	Total Invoice Value	Total Eligible Value	Total Less Developed Category of Region	Total Transition Category of Region	Total More Developed Category of Region	Executed Action
1		Professional team fees	N/A	£75,000.00	£75,000.00				<a href="#">View</a>
2		Admin and staff costs	N/A	£3,000.00	£3,000.00				<a href="#">View</a>

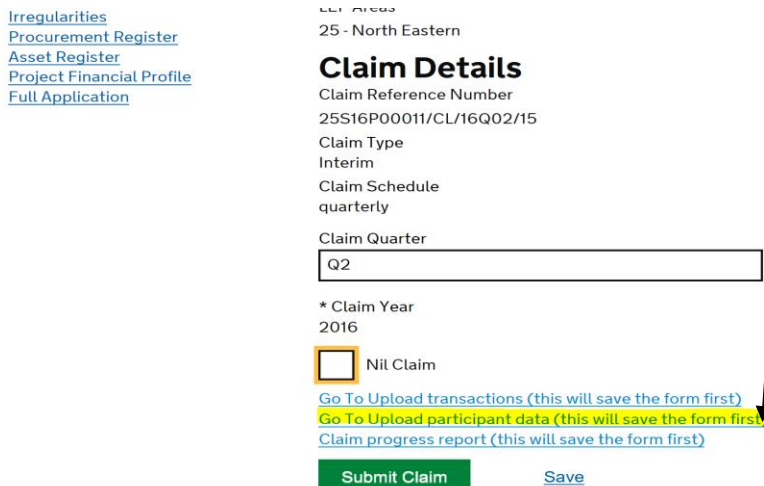
Showing 1 to 2 of 2 entries

The sum total invoice values of these transactions is: £78,000.00

If your Project is not required to report details of participants please move on to the section titled “Claim Progress Report”. All other projects must follow the guidance below on Participant Data Schemas (PDS)

## 2. Participant Data Schema (PDS)

The PDS is the mechanism for the MA to capture details of all participants on ESF projects. The PDS needs to be uploaded to ECLAIMS in a similar way to the Transaction List. First, click on the link “Go to Upload Participant data”



[Irregularities](#)  
[Procurement Register](#)  
[Asset Register](#)  
[Project Financial Profile](#)  
[Full Application](#)

25 - North Eastern

### Claim Details

Claim Reference Number  
25S16P00011/CL/16Q02/15

Claim Type  
Interim

Claim Schedule  
quarterly

Claim Quarter  
Q2

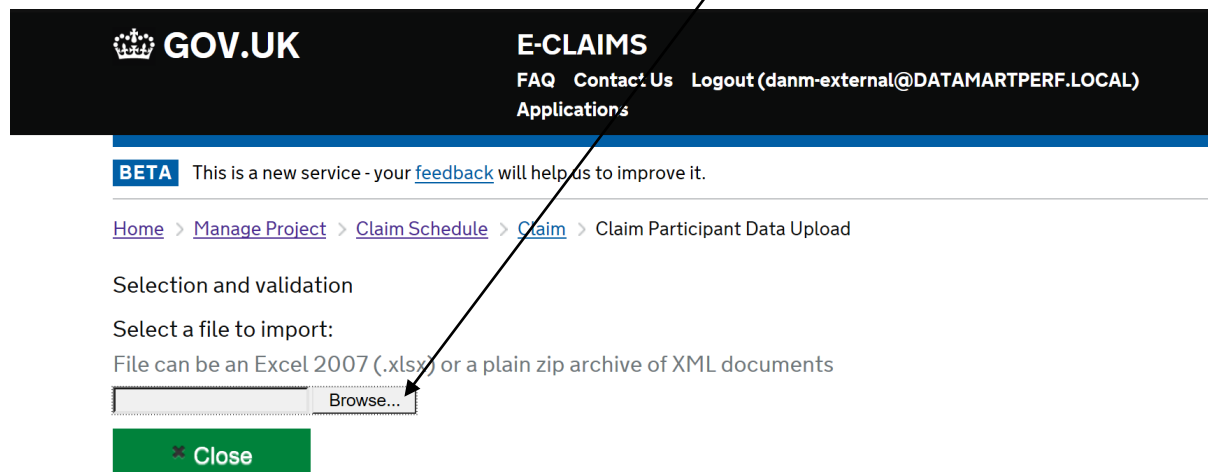
\* Claim Year  
2016

☐ Nil Claim

[Go To Upload transactions \(this will save the form first\)](#)  
[Go To Upload participant data \(this will save the form first\)](#)  
[Claim progress report \(this will save the form first\)](#)

[Submit Claim](#) [Save](#)

You will then be presented with the following screen. Click browse and find your exported version of the PDS file you wish to upload – see *Annex 2* for further information on how to prepare a PDS.



**GOV.UK** **E-CLAIMS**  
FAQ Contact Us Logout (danm-external@DATAMARTPERF.LOCAL) Applications

**BETA** This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > [Manage Project](#) > [Claim Schedule](#) > [Claim](#) > Claim Participant Data Upload

### Selection and validation

Select a file to import:

File can be an Excel 2007 (.xlsx) or a plain zip archive of XML documents

[Browse...](#)

[Close](#)

The system will then perform a validation check against the data on the PDS. If any issues are identified, they will be displayed as below.

### Upload complete

Selection and validation

File name:  
PDS flat.xlsx

Size:  
282,983

NOTE: 3 out of 3 documents are invalid.

Validation report

Row no	Field	Message
4	project-identifier	Project Identifier is a required field, this should match your Project Number
4	date-of-birth	This is a new record and as such Date of birth is a required field
4	participant-postcode	The postcode must be a valid UK postcode
4	ethnicity	This is a new record and as such Ethnicity is a required field
4	disability-status	This is a new record and as such Disability status is a required field
4	other-disadvantages-homeless	This is a new record and as such Other disadvantaged - homeless (broad definition) is a required field
3	project-identifier	Project Identifier is a required field, this should match your Project Number

- The “Row no” relates to the excel spreadsheet row number, not the Line number
- The “Field” relates to the column header on the spreadsheet.
- The “Message” provides a description of the issue.

You will not be able to proceed to the next stage until any issues have been resolved. At this point the PDS has not been uploaded; you can therefore work on your PDS to resolve the issues and then follow the steps to upload the PDS again.

Please refer to the relevant guidance and the tab on the Participant Data Schema before contacting the MA with queries.

Once the PDS list has been uploaded and validation checks passed, click the Import prompt. After documents have been imported click green 'Close' button which will return you to the claim overview screen

### Upload complete

Selection and validation

File name: PDS flat 2.xlsx      Size: 275,061

1 document has been validated and will be imported.

Validation report

Row no	Field	Message
Import		

[Import](#)

[Close](#)

You should see the participant-data-spreadsheet.xlsx file and list of participants when scrolling down the overview screen:

### Original Claims Participant Data Files

09/10/2017 14:46      [Download participant-data-spreadsheet.xlsx File](#)

### Claims Participant Data

Number of rows ingested

1

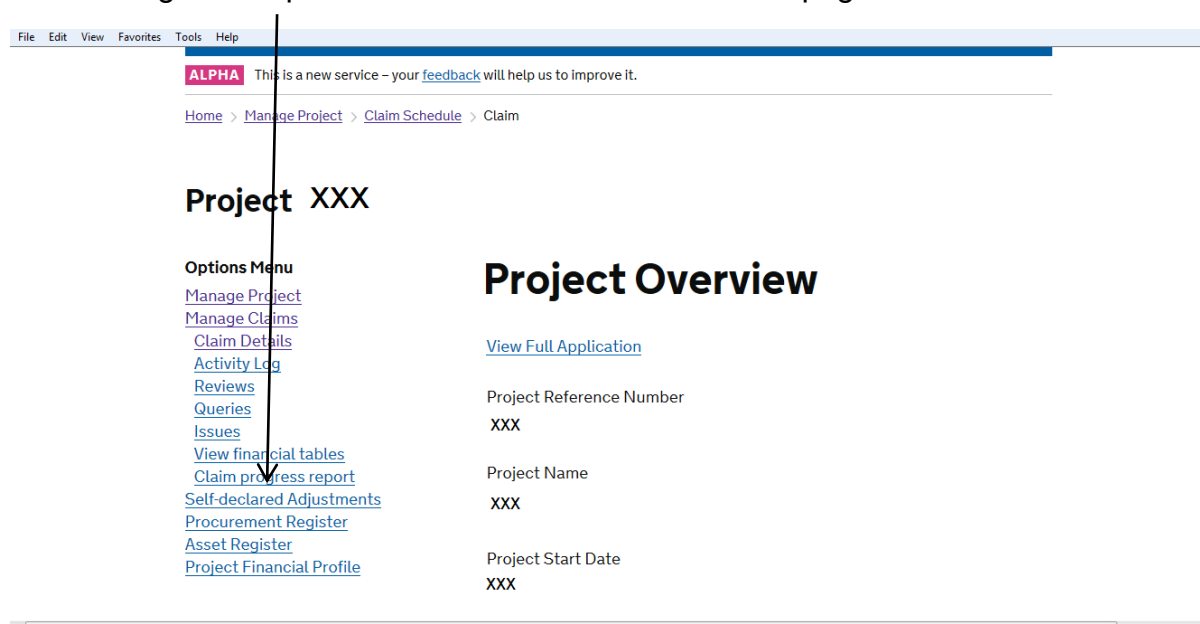
Show 10 entries

Participant Identifier	Project Identifier	Investment priority claimed under	Status
1	25S16P00011	1.1	<a href="#">view</a>

Showing 1 to 1 of 1 entries

### 3. Claim Progress Report

Once you have uploaded the Transaction List (and PDS where required), you will need to complete the Claim Progress Report. From the claim overview screen, select 'Claim Progress Report' from the menu to the left of the page:



File Edit View Favorites Tools Help

**ALPHA** This is a new service – your [feedback](#) will help us to improve it.

[Home](#) > [Manage Project](#) > [Claim Schedule](#) > Claim

## Project XXX

**Options Menu**

- [Manage Project](#)
- [Manage Claims](#)
- [Claim Details](#)
- [Activity Log](#)
- [Reviews](#)
- [Queries](#)
- [Issues](#)
- [View financial tables](#)
- [Claim progress report](#)
- [Self-declared Adjustments](#)
- [Procurement Register](#)
- [Asset Register](#)
- [Project Financial Profile](#)

## Project Overview

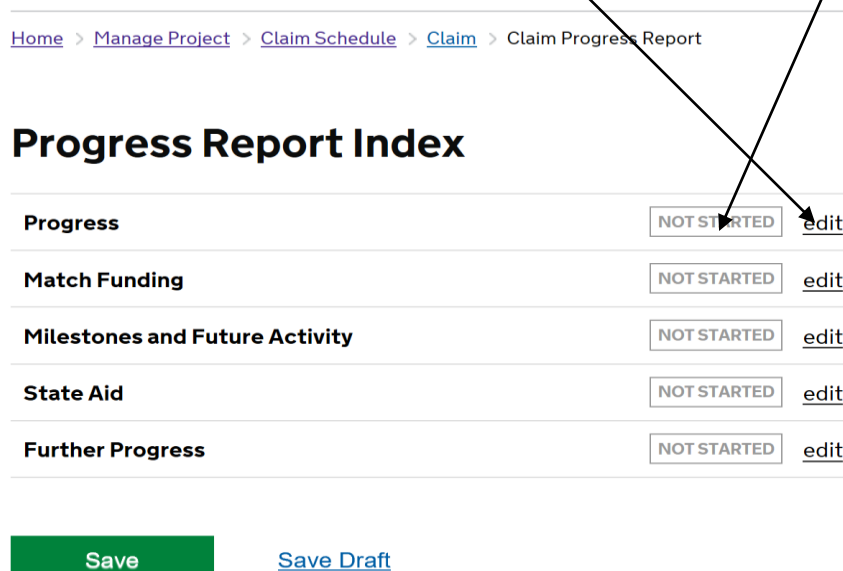
[View Full Application](#)

Project Reference Number  
XXX

Project Name  
XXX

Project Start Date  
XXX

You are then presented with a contents table, showing the various stages of the report. As you progress through the form, you will see the “not started” button change to show progress made. Click on “edit” to start.



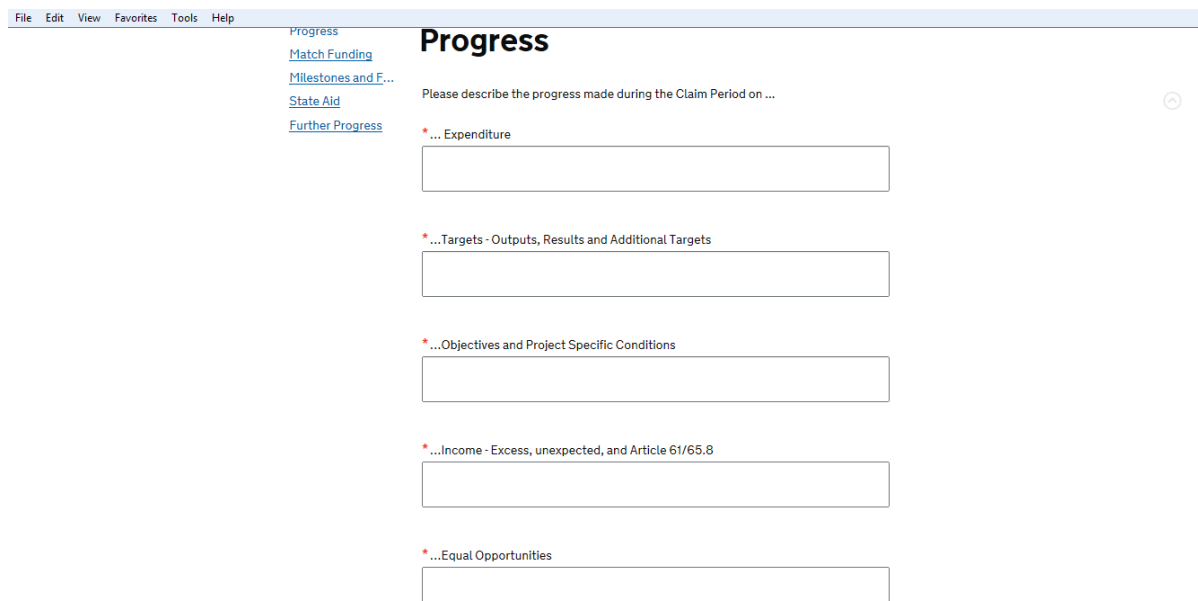
[Home](#) > [Manage Project](#) > [Claim Schedule](#) > [Claim](#) > Claim Progress Report

## Progress Report Index

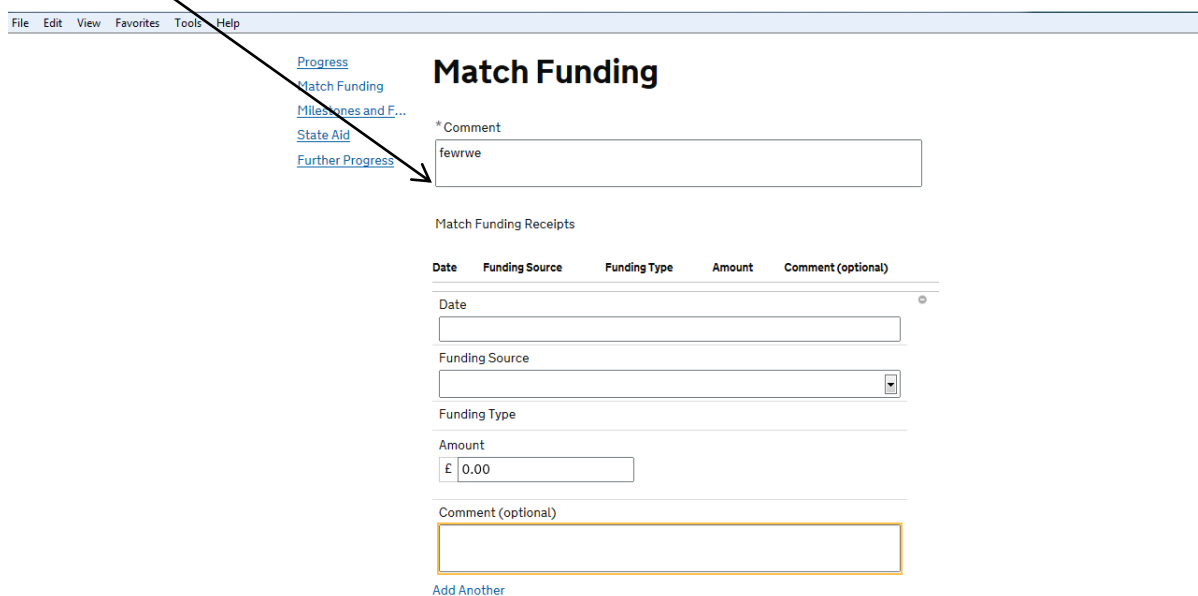
<b>Progress</b>	<input type="button" value="NOT STARTED"/> <a href="#">edit</a>
<b>Match Funding</b>	<input type="button" value="NOT STARTED"/> <a href="#">edit</a>
<b>Milestones and Future Activity</b>	<input type="button" value="NOT STARTED"/> <a href="#">edit</a>
<b>State Aid</b>	<input type="button" value="NOT STARTED"/> <a href="#">edit</a>
<b>Further Progress</b>	<input type="button" value="NOT STARTED"/> <a href="#">edit</a>

[Save Draft](#)

You will then be prompted to include text (ECLAIMS does not accept tables or any kind of formatting) in each of the following boxes, note that these do not precisely mirror the word version of the Progress Report.



You are given the option to save at this point and then move to the next screen which covers Match funding or go back to the menu. Boxes marked with a red asterisk are mandatory:



Note that if you want to add details of additional match received during this period you can select 'Add another'.

The next screen enables grant recipients to enter details of progress against milestones:

File Edit View Favorites Tools Help

[Progress](#)  
[Match Funding](#)  
[Milestones and F...](#)  
[State Aid](#)  
[Further Progress](#)

## Milestones and Future Activity

Milestone Description	Target Date (Contract)	Target Date (Revised)	Actual Date	Complete	Comments
Construction start	01/11/2016			No	<a href="#">edit</a>

**Planned activity**  
Please describe what activity will be undertaken in the next period and detail plans to mitigate any delay to the programme/planned activity

Main contract is out to tender via OJEU, interviews to take place 28/04/16. Professional team are in place and planning secured. We are therefore confident that the team will be in a position to start on site by 1 November 2016.

Prev Next PDF Save Draft Save

You are now requested to enter details of State aid received in the period, you must enter text even if there has been no change or no aid received.

File Edit View Favorites Tools Help

[Progress](#)  
[Match Funding](#)  
[Milestones and F...](#)  
[State Aid](#)  
[Further Progress](#)

## State Aid

\* State aid  
Please provide an update on any State Aid relating to your project and whether the current position of your project has changed from any originally agreed State Aid Solutions

No change

What State Aid have you received since the last reporting period?

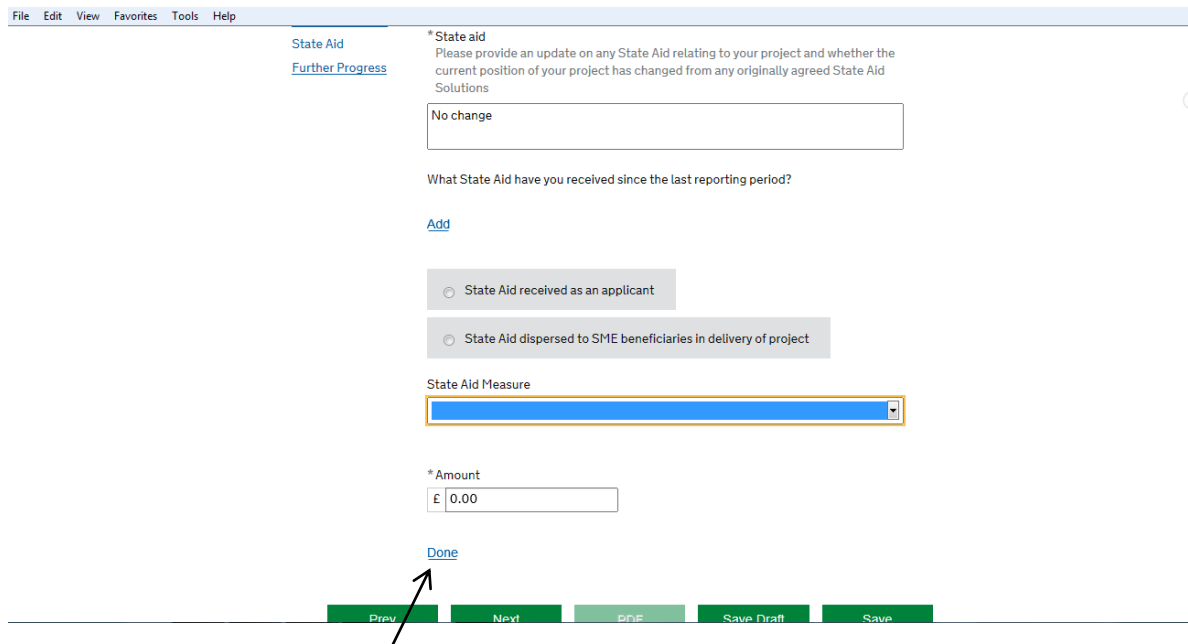
[Add](#)

Prev Next PDF Save Draft Save

If however there has been aid received as grant recipient (applicant) or beneficiaries within this period you need to enter this, clicking on 'Add'.



If you've clicked on Add, the following sections will need to be completed,



File Edit View Favorites Tools Help

State Aid  
[Further Progress](#)

**\* State aid**  
Please provide an update on any State Aid relating to your project and whether the current position of your project has changed from any originally agreed State Aid Solutions

No change

What State Aid have you received since the last reporting period?

[Add](#)

☐ State Aid received as an applicant

☐ State Aid dispersed to SME beneficiaries in delivery of project

State Aid Measure

\* Amount  
£ 0.00

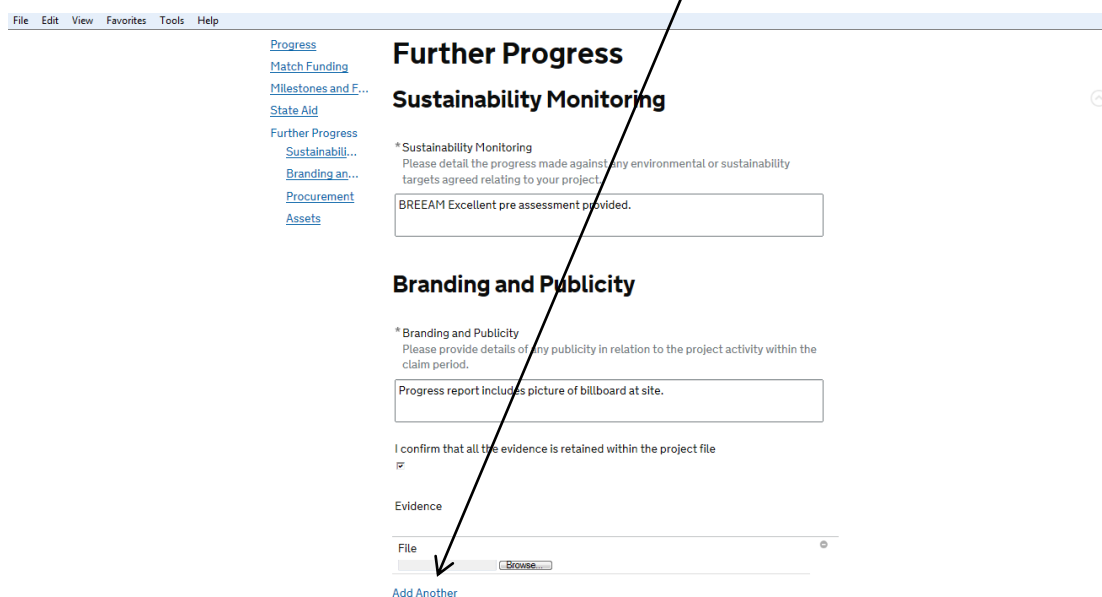
[Done](#)

Prev Next PDF Save Draft Save

Once completed, click on Done. The details will then appear below the commentary text.

You have now reached the final section of the Progress Report. Comments must be provided for all sections.

Note that there is a function to upload evidence to the branding and publicity section, should you have more than one item to upload click on the 'Add another' button below the box provided for comments:



File Edit View Favorites Tools Help

[Progress](#)  
[Match Funding](#)  
[Milestones and F...](#)  
[State Aid](#)  
[Further Progress](#)  
[Sustainability Monitoring](#)  
[Branding and P...](#)  
[Procurement](#)  
[Assets](#)

**Further Progress**  
**Sustainability Monitoring**

**\* Sustainability Monitoring**  
Please detail the progress made against any environmental or sustainability targets agreed relating to your project

BREEAM Excellent pre assessment provided.

**Branding and Publicity**

**\* Branding and Publicity**  
Please provide details of any publicity in relation to the project activity within the claim period.

Progress report includes picture of billboard at site.

I confirm that all the evidence is retained within the project file  
☒

Evidence

File  [Browse...](#)

[Add Another](#)

The screen below is the second part of the 'Further Progress' section, if you have forgotten to add procurements you can go directly to the register, ECLAIMS will automatically save your progress in this section: See Annex 3 for further information on the Procurement Register.

Once the Progress Report has been completed, click Save and return to index. The index screen should look as follows, with each section marked as "complete" Click Save and you will be returned to the claim overview screen.

**BETA** This is a new service - your [feedback](#) will help us to improve it.

[Home](#) > [Manage Project](#) > [Claim Schedule](#) > [Claim](#) > Claim Progress Report

## Progress Report Index

<b>Progress</b>	<a href="#">COMPLETE</a>	<a href="#">edit</a>
<b>Match Funding</b>	<a href="#">COMPLETE</a>	<a href="#">edit</a>
<b>Milestones and Future Activity</b>	<a href="#">COMPLETE</a>	<a href="#">edit</a>
<b>State Aid</b>	<a href="#">COMPLETE</a>	<a href="#">edit</a>
<b>Further Progress</b>	<a href="#">COMPLETE</a>	<a href="#">edit</a>

[Save](#) [Save Draft](#)

Once the Transaction sheet and PDS (where required), has been loaded onto ECLAIMS and the Progress Report and procurement registers completed (and saved), the next stage is to undertake a claim review.

## 4. Claim Review

The review function is to record who has reviewed the claim before submission (this should be in line with your organisational policy) and to add any supporting claim documentation. Click Reviews.

### Project XXX

#### Options Menu

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[Manage Claims](#)  
[Activity Log](#)  
[Claim Details](#)  
[Claim progress report](#)  
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### Project Overview

[View Full Application](#)

Project Reference Number  
XXX

Project Name  
XXX

Project Start Date  
XXX

Project Financial End Date  
XXX

Project Practical End Date  
XXX

LEP Areas  
XXX

### Claim Details

Claim Reference Number  
XXX

In this section you will see any reviews that have taken place. There is also the opportunity to add a new review.

### Project XXX

#### Options Menu

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[Manage Claims](#)  
[Activity Log](#)  
[Claim Details](#)  
[Claim progress report](#)  
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[Project Change Requests](#)  
[Irregularities](#)  
[Procurement Register](#)  
[Asset Register](#)  
[Project Financial Profile](#)  
[Full Application](#)

#### Claim Information

Claim Reference Number: XXX

Claim Type: XXX

Claim Schedule: XXX

Claim Quarter: XXX

Claim Year: XXX

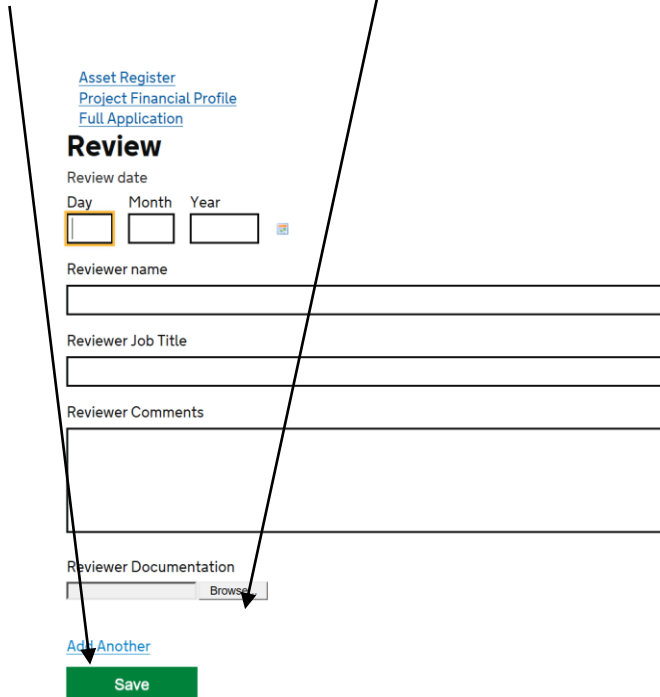
Is Claim Nil: false

#### Claim Reviews

Show  entries


[Add New Review](#)

The Reviewer should complete the fields with the date of review and their details. There is a free text comments box, where the Reviewer can make the MA, or claim editor aware of any issues. To upload any supporting documentation i.e. the Dual Forecast Spreadsheet, click browse and attach the file. You will need to select a 'File Category' from the drop-down menu; in this case you should use 'File note'. To add more than one document, click 'Add Another'. Once finished, click 'Save'.



[Asset Register](#)  
[Project Financial Profile](#)  
[Full Application](#)

### Review

Review date  
Day Month Year  
   

Reviewer name

Reviewer Job Title

Reviewer Comments

Reviewer Documentation

[Add Another](#)

You will be returned to the Reviews screen and will now be able to see the details of the Claim Review that has been undertaken. Should a further review be required i.e. the Reviewer asked the Claim Editor to do further work before the claim could be submitted, then click the New Review button and repeat the claim review process. If you are content that the review activity is completed, click Claim Details.

## Project XXX

### Options Menu

[Manage Project](#)  
[Manage Claims](#)  
[Activity Log](#)  
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[Full Application](#)

### Claim Information

Claim Reference Number: XXX  
 Claim Type: XXX  
 Claim Schedule: XXX  
 Claim Quarter: XXX  
 Claim Year: XXX  
 Is Claim Nil: false

### Claim Reviews

[Add New Review](#)

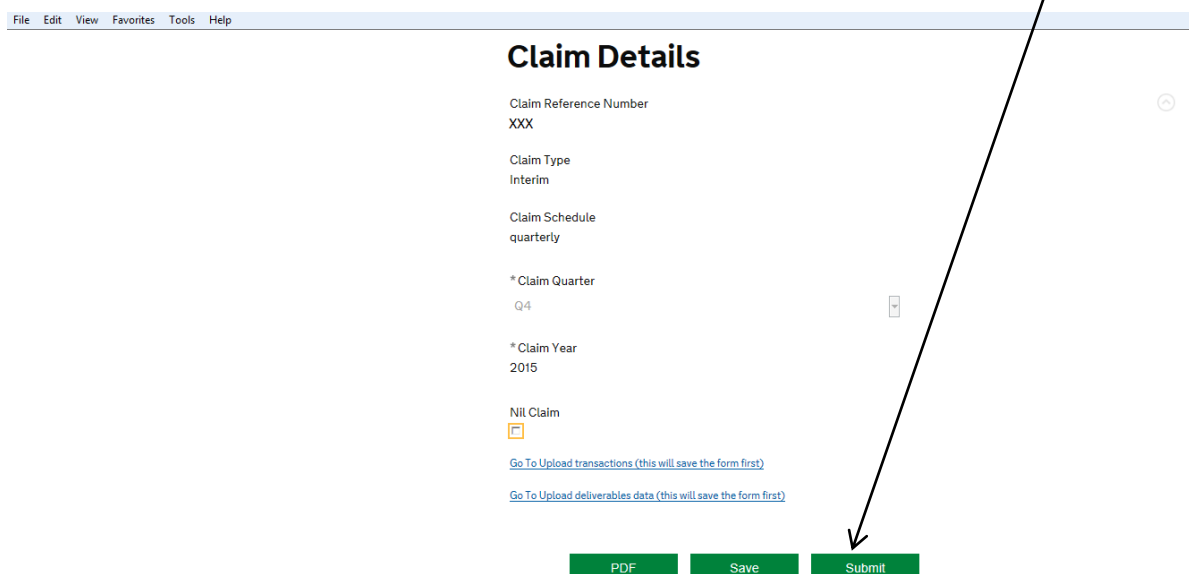
Show  entries

Review Date	Reviewer Name	Reviewer Job Title	
03/10/2017	a	a	<a href="#">View</a>
			<a href="#">View</a>

Showing 1 to 2 of 2 entries

1

Once the claim review is complete and the Claim Editor and Reviewer are content that the claim is ready to be submitted, on the Claim Overview screen, click on 'Submit'.



The screenshot shows the 'Claim Details' form. At the bottom, there are three green buttons: 'PDF', 'Save', and 'Submit'. A black arrow points from the text above to the 'Submit' button.

**Claim Details**

Claim Reference Number  
XXX

Claim Type  
Interim

Claim Schedule  
quarterly

\* Claim Quarter  
Q4

\* Claim Year  
2015

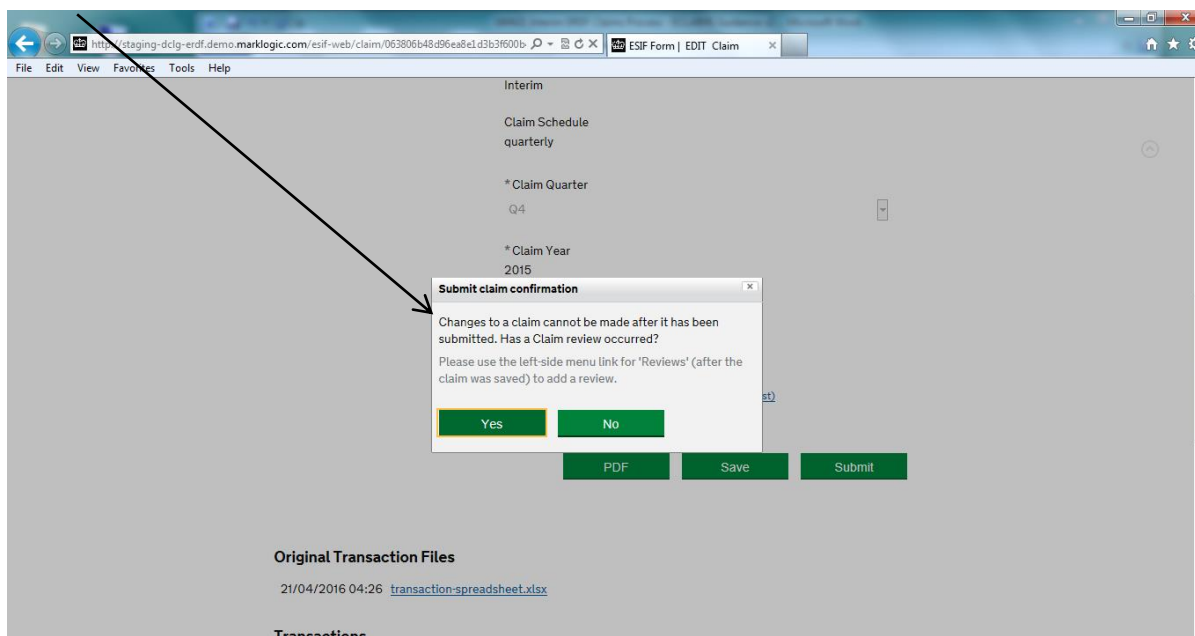
Nil Claim  
☐

[Go To Upload transactions \(this will save the form first\)](#)

[Go To Upload deliverables data \(this will save the form first\)](#)

PDF Save Submit

If you have fully completed the process, you will then get the following pop up box:



The screenshot shows the 'Submit claim confirmation' pop-up box over the 'Claim Details' form. The pop-up box contains the following text:

**Submit claim confirmation**

Changes to a claim cannot be made after it has been submitted. Has a Claim review occurred?

Please use the left-side menu link for 'Reviews' (after the claim was saved) to add a review.

Yes No

PDF Save Submit

Original Transaction Files

21/04/2016 04:26 [transaction-spreadsheet.xlsx](#)

Transactions

Please note that once you click Yes, the claim will be submitted and you will be unable to make any further changes.

If you have not completed the Progress Report, ECLAIMS will not allow you to submit the claim.

Providing you are content that the claim is accurate, click Yes and the claim will be sent for review by the MA.

**IMPORTANT:** the person that submits the claim will be the only one able to respond to the desk based checks sent by the Managing Authority. Ensure that the correct person 'submits' the claim.

## 5. Dealing with Documentary Evidence Check Requests

### IMPORTANT:

- The only person in the Grant Recipient organisation that will be able to complete this section, is the person that ‘submits’ the claim.
- JPEGs and MS Office files with enabled macros may not upload to ECLAIMS - If you have a problem uploading a particular file type please (if possible) convert your document(s) to PDF and inform your Contract Manager of the issue.

When the Contract Manager requests evidence to support the claim, you will see a new task appear in the “My tasks” section of the dashboard. Click on “Add evidence”

[View the call list prior to making application](#)

**My tasks**

Show  entries

Reference Number	Project Name	Call	Last Edited	Status	Type	
28S17C00237/CL/15Q03/03	January 2017 Project		20/10/2017 09:26	evidence required	claim	<a href="#">Add evidence</a>

Showing 1 to 1 of 1 entries

You will then see the following screen, click “edit” to proceed.

[Home](#) > [Manage Project](#) > [Claim Schedule](#) > [Claim](#) > Documentary Evidence Request

## Documentary Evidence Check

Documentary evidence check NOT STARTED [edit](#)

[Submit Documentary evidence check](#) [Save draft](#)



In the following screen you will need to upload evidence of both Expenditure and Defrayal. To add evidence, first make sure you have an electronic version of the evidence saved. Then click on the browse button and locate your file. You should upload evidence of Expenditure and Defrayal.

## Documentary evidence check

Claim Approver Comment

Need to see receipts

Documentary evidence check for transaction line items:1

Please fill in the following form for transaction line item:1

Expenditure Evidence

 Browse...

[Add Another](#)

Defrayal Evidence

 Browse...

[Add Another](#)

Comment

[Save and Return to Index](#)

If you need to add additional evidence, then click the “Add Another” link and repeat the steps above.

For each piece of evidence you will need to select a ‘File Category’ from the drop-down menu – if you cannot find the specific type of evidence, you should use ‘File note’ for Expenditure and ‘Evidence of defrayal’ for Defrayal. You will also need to complete ‘File Description’ text box with an accurate description.

Once you’ve added your evidence, your screen should look like the one below.



## Documentary evidence check

Claim Approver Comment

Documentary evidence check for transaction line items:1

Please fill in the following form for transaction line item:1

Expenditure Evidence

 Evidence of expenditure.docx (11 KB) 

 [Download](#)

\* File Category

Invoice 

\* File Description



photocopy of invoice




I certify that this is a true copy of the original document


[Add Another](#)

Defrayal Evidence

 Evidence of defrayal (2).docx (11 KB) 

 [Download](#)

\* File Category

Bank Statement 

\* File Description

copy of bank statement



I certify that this is a true copy of the original document

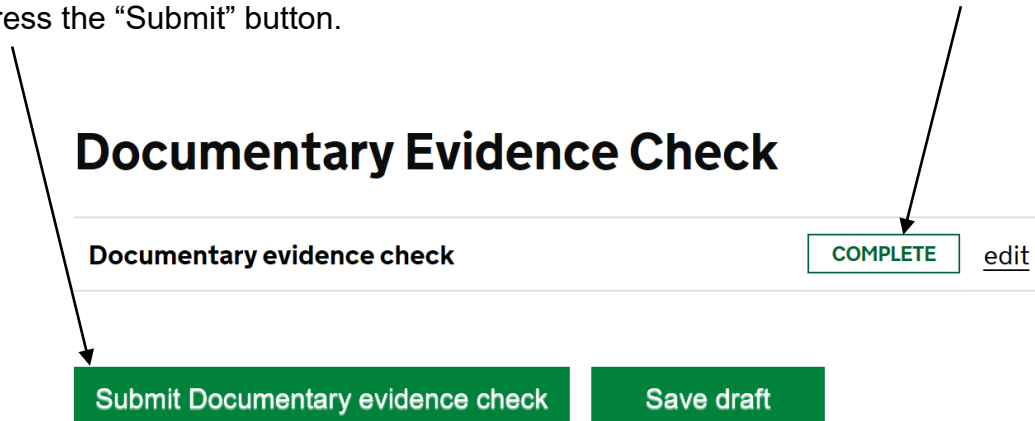
[Add Another](#)

Comment

All evidence provided.

Then click the “Save and return to index” button at the bottom of the screen.

Your screen should now look as below, with the status showing as “complete”. Now press the “Submit” button.



## Documentary Evidence Check

---

Documentary evidence check COMPLETE [edit](#)

---

Submit Documentary evidence check Save draft

The action for Documentary Evidence Check is now complete and the action will no longer show in your “My Tasks” list.

If the Contract Manager or the Claim Authoriser decides that more evidence is needed, this process will be repeated, enabling you to upload the documents requested.

## 6. Issues and Queries

If upon review of your claim, a Contract Manager identifies a potential issue with any transactions on the transaction list, they will submit either an Issue or a Query.

A query will be a question regarding the information you have supplied, often seeking clarification. An issue will normally be asking you to take additional action on the claim you have submitted i.e. amending or removing details on a transaction line.

At the moment issues and queries do not appear in the task list, so you will be notified separately by your Contract Manager that there is something for you to review.

You can see if a review or query has been submitted by navigating to the claim (following the instructions in section 1) and looking in the claim Activity Log.

### Project XXX

#### Options Menu

[Manage Project](#)  
[Manage Claims](#)  
[Activity Log](#)  
[Claim Details](#)  
[Claim progress report](#)  
[Issues](#)  
[Queries](#)  
[Reviews](#)  
[View financial tables](#)  
[Self-declared Adjustments](#)  
[Project Change Requests](#)  
[Procurement Register](#)  
[Asset Register](#)  
[Project Financial Profile](#)  
[Full Application](#)

#### Claim Activity Log

Show  entries

Date	Name (Role)	Action	
20/10/2017 16:58	XXX (Claim Approver)	Issue Submitted	<a href="#">View</a>
20/10/2017 16:58	XXX (Claim Approver)	Issue Submitted	<a href="#">View</a>
20/10/2017 16:55	XXX (Claim Approver)	Documentary evidence reviewed	<a href="#">View</a>
20/10/2017	XXX (external) (Claim	Documentary evidence	<a href="#">View</a>

To review the Issue or Query, click on the relevant link from the menu on the left hand side of the page. For this example we will look at the Query functionality;

#### Options Menu

[Manage Project](#)  
[Manage Claims](#)  
[Activity Log](#)  
[Claim Details](#)  
[Claim progress report](#)  
[Issues](#)  
[Queries](#)  
[Reviews](#)  
[View financial tables](#)  
[Self-declared Adjustments](#)  
[Project Change Requests](#)  
[Procurement Register](#)  
[Asset Register](#)  
[Project Financial Profile](#)  
[Full Application](#)

#### Claim Information

Claim Reference Number: XXX  
 Claim Type: Interim  
 Claim Schedule: quarterly  
 Claim Quarter: 04  
 Claim Year: 2016  
 Is Claim Nil: false

#### Claim Queries

Now  entries

Query Category	Line Item(s)	Need Response by	Status	
Incomplete - Insufficient details on transaction list	1	2017-10-16	Query Submitted	<a href="#">Respond</a>

Showing 1 to 1 of 1 entries

Click the “Respond” button, highlighted in the above screenshot, which takes you to a further screen. In this screen, enter a full response to the query in the “Detail” box, then attach any relevant files (where appropriate), by clicking the browse button. Then click Submit.

Date	Name(Role)	Detail	File(s)
16/10/2017 12:07	Claim Approver 2(Claim Approver)	Please clarify who this person is	No files

\* Detail:  
Please respond to the query answering the question as fully as possible

If you wish to request further details from the claim editor as part of this query, record the details, leave the "Query complete?" checkbox blank and press submit. If the query is complete, then tick the "Query complete?" checkbox, optionally record a comment in the detail field and press submit.

☐ Query Complete?

File(s)

Attachment

Browse...

[Add Another](#)

Submit
[Cancel](#)
[Back](#)

Your response to the query has now been submitted.

For this example we will look at the Issue functionality.

You will notice in the claims Schedule screen, if there is action for you to take.

#### Options Menu

[Manage Project](#)  
[Manage Claims](#)  
[Self-declared Adjustments](#)  
[Project Change Requests](#)  
[Procurement Register](#)  
[Asset Register](#)  
[Project Financial Profile](#)  
[Full Application](#)

#### Claims Schedule

Show  entries

Period ▲	Claim No ◆	Type ◆	Last Updated ◆	Status ◆	Amount ◆	
Q01, 2016	01	Interim	18/09/2017	draft	£0.00	<a href="#">Continue</a>
Q02, 2016	02	Interim	21/09/2017	submitted	£0.00	<a href="#">View</a>
Q03, 2016	03	Interim	17/10/2017	requires action	£0.00	<a href="#">Edit</a>
Q04, 2016	04	Interim	17/10/2017	ready for authorisation	£0.00	<a href="#">View</a>

Click on Edit

There will now be a different link next to the lines that needs action.

£3,471.85   £172.70   £0.00   £0.00   £172.70   [Amend](#)

For this example, click on the Amend button. The box beside states 'complete' as it is referring to the line has been submitted and was complete. And then click on edit

## Transaction

Transaction

COMPLETE

[edit](#)

Submit Transaction

[Cancel](#)

This opens up the transaction line and makes the fields editable. So you can make the amendment.

## Transaction

\* Line item no

\* Cost category

\* Delivery partner (if applicable)

\* Priority axis

\* Investment priority

Procured contract id

\* Supplier name

Once done, click on the 'Save and return to index' link at the bottom of the page, then click on the green Submit Transaction button. The line will turn red and will be marked as "amended".

Once the change has been made, you need to let the Managing Authority know that you have completed the action. To do this you need to click on the Issues link

## Options Menu

[Manage Project](#)

[Manage Claims](#)

[Activity Log](#)

[Claim Details](#)

[Claim progress report](#)

[Issues](#)

[Queries](#)

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[View financial tables](#)

[Self-declared Adjustments](#)

[Project Change Requests](#)

[Procurement Register](#)

[Asset Register](#)

[Project Financial Profile](#)

[Full Application](#)

Then find the issue, and click on Respond

03/11/2017	Incomplete - Other information incomplete	11	<a href="#">Amend</a>	<a href="#">Claim Editor</a>	<a href="#">No</a>	<a href="#">Respond</a>
------------	---	----	-----------------------	------------------------------	--------------------	-------------------------

Next click on the edit link on the line containing the Claim "Issue"

## Claim issue

Claim issue

[COMPLETE](#)

[edit](#)

[Save](#)

[Cancel](#)



Add a tick to the 'Done' box

\* Action

☒ Amend

☐ Remove

\* Action description

Amend the date

\* Undertaken by

☐ Claim approver (Managing Authority)

☒ Claim editor (Grant Recipient)

☒ Done

Then click on Return and Save to index.

Finally you click on Submit, which brings up a pop up warning box

## Claim issue

Claim issue

Submit

### Confirmation

Changes to the affected transactions cannot be made after all the issues are marked as done. Has a Claim review occurred? Please use the left-side menu link for "Reviews" to add a review.

☒ No ☐ Yes

If all the amendments have been made, you click on Yes, and the change is sent to the Managing Authority. You will need to email your Contract Manager to advise this has been done.

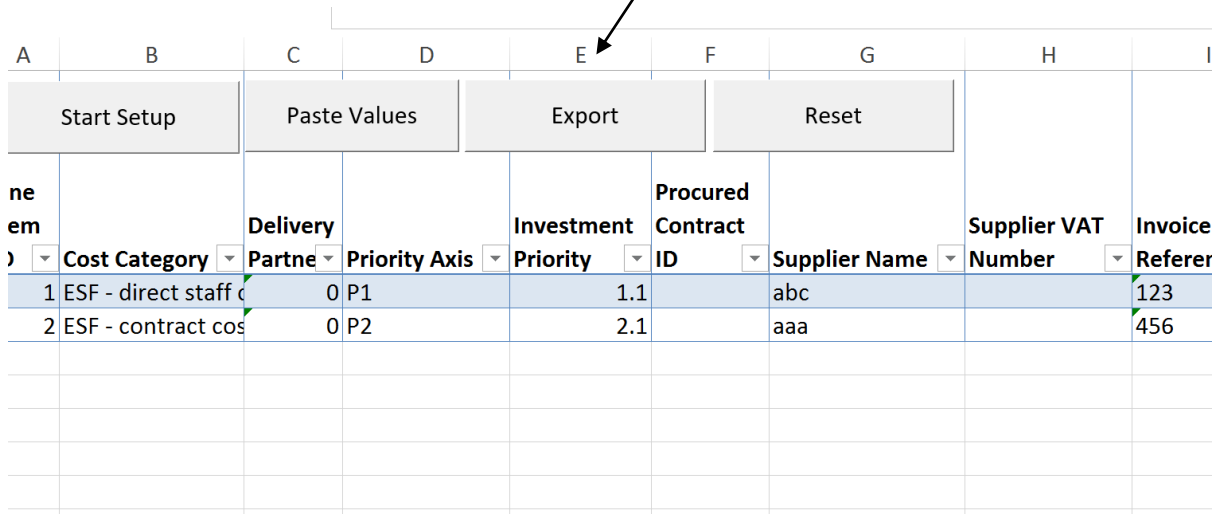
It is a similar process to remove lines that have been rejected by the Contract Manager, except in this case you click on 'Remove' rather than 'Amend' and a box pops up asking if you are sure you want to remove that line. You click on Yes and the line is removed – it remains in the Transaction List but has a line through it.

If there are further Issues or Queries, these will be raised through ECLAIMS. Anything further may be dealt with outside of the system i.e. via email.

## Annex 1 Transaction List

The MA has provided guidance for Grant Recipients on the completion of the Transaction List (see the link on page 2).

When the Transaction List is complete, click the Export button, which then produces a “flat” version of the spreadsheet. Please note that it is not possible to import the Transaction List in to ECLAIMS, until it has been “flattened” i.e. the macros and all formatting are removed.



A	B	C	D	E	F	G	H	I
Start Setup		Paste Values		Export	Reset			
ne em		Delivery		Investment	Procured Contract		Supplier VAT	Invoice
)	Cost Category	Partne	Priority Axis	Priority	ID	Supplier Name	Number	Referer
1	ESF - direct staff c	0 P1		1.1	abc			123
2	ESF - contract cos	0 P2		2.1	aaa			456

You will see a countdown in the bottom left corner of your screen as the process takes place.

The flattened version of your spreadsheet should look like this:

A	B	C	D	E	F	G	H	I	J	K	L
line-number	cost-categ	delivery-pa	priority-axi	investmen	procured-c	supplier-n	supplier-v	invoice-id	invoice-dat	defrayal-d	defraya
1	ESF - direc	0 P1	1.1		abc			123	2016-01-0	2018-01-0	BACS
2	ESF - contr	0 P2	2.1		aaa			456	2016-01-0	2016-10-0	BACS

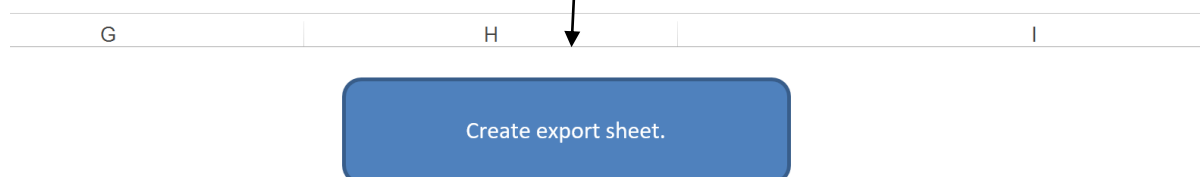
Please save a copy of this spreadsheet as this is the document you will import in to ECLAIMS. Please do not make any amendments to this form. It has been formatted to pass the validation tests on ECLAIMS, therefore any amendments will cause the validation checks to fail, and you will need to correct them before submission.

It is important to ensure you are using the latest version of the transaction list available.

## Annex 2 PDS

The MA has provided guidance for Grant Recipients on the completion of the PDS (see the link on page 2).

When the PDS is complete, click the export button, which then produces a “flat” version of the spreadsheet. Please note that it is not possible to import the PDS in to ECLAIMS, until it has been “flattened” i.e. the macros and all formatting are removed.



s and situation when they join an operation		
ormation		
eriod Participant Falls Under	Category Of Region Claimed Under	Investment Priority Claimed Under
2015 - Q01	less developed	1.1
2015 - Q01	transitional	2.1

The flattened version of your spreadsheet should look like this:

	E	F	G	H	I	J
tatus	date-of-entry-to-the-project	match-or-esf	claim-period	category-of-region	investment-priority	activity-postcode
	2015-01-01	mix	2015 - Q01	less developed	1.1	AA1 1AA
	2015-01-01	mix	2015 - Q01	transitional	2.1	a1 1a
	2015-01-01	mix	2015 - Q01	more developed	1.1	AB1 1AA

Please save a copy of this spreadsheet, as this is the document you will import in to ECLAIMS. Please do not make any amendments to this form. It has been formatted to pass the validation tests on ECLAIMS, therefore any amendments will cause the validation checks to fail, and you will need to correct them before submission.

## Annex 3 Procurement Register

**IMPORTANT** – Please note that when you access ECLAIMS for the first time, you must review the Procurement Register and add details of any completed and planned procurements (the MA is unlikely to have pre-populated this area).

The Procurement Register can be accessed via the Progress Report, or at any time through the Manage Project screen.

### Project XXX

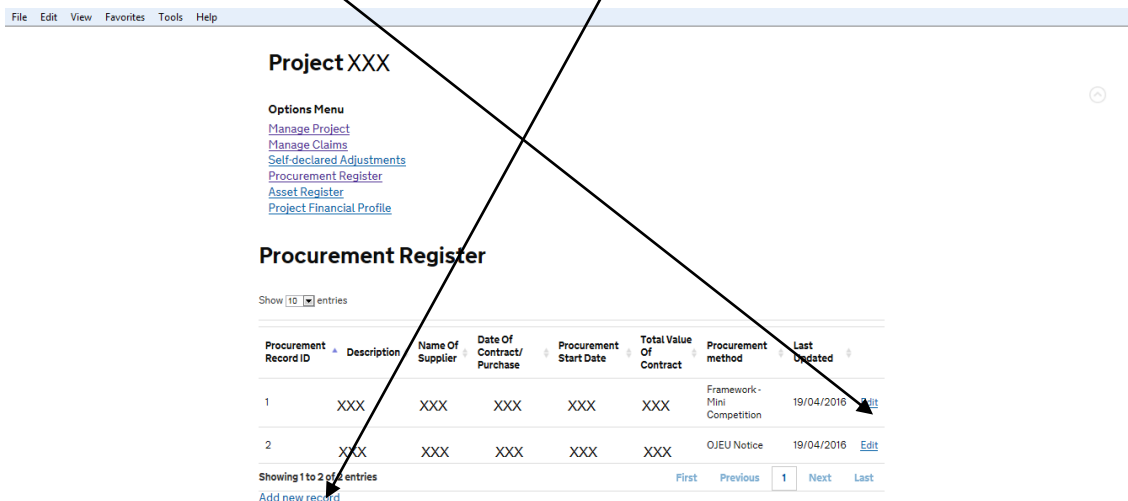
#### Options Menu

[Manage Project](#)  
[Manage Claims](#)  
[Self-declared Adjustments](#)  
[Project Change Requests](#)  
[Irregularities](#)  
[Procurement Register](#)  
[Asset Register](#)  
[Project Financial Profile](#)  
[Full Application](#)

#### Project Information:

Project Reference: XXX  
 Project Name: XXX  
 Organisation: XXX  
 Status: active

When in the Procurement Register, click on 'Add new record' to enter details of any new procurements, or click "Edit" to amend details of any existing procurements.



File Edit View Favorites Tools Help

### Project XXX

Options Menu

- [Manage Project](#)
- [Manage Claims](#)
- [Self-declared Adjustments](#)
- [Procurement Register](#)
- [Asset Register](#)
- [Project Financial Profile](#)

### Procurement Register

Show 10 entries

Procurement Record ID	Description	Name Of Supplier	Date Of Contract/ Purchase	Procurement Start Date	Total Value Of Contract	Procurement method	Last Updated
1	XXX	XXX	XXX	XXX	XXX	Framework - Mini Competition	19/04/2016 <a href="#">Edit</a>
2	XXX	XXX	XXX	XXX	XXX	OJEU Notice	19/04/2016 <a href="#">Edit</a>

Showing 1 to 2 of 2 entries

[Add new record](#)

First Previous 1 Next Last

When you add a new record, you will be asked to provide full information with regards to that procurement. The information required is in line with that asked on the ESF application form. There is the opportunity to upload any supporting documents within this screen.