



# WELCOME!

## The session

Creative Europe MEDIA  
European VOD Networks and Operators

CREA- MEDIA-2022-VODNET

## will start soon

Everyone has been muted upon entry!  
Please do not unmute yourself & turn off your camera  
to preserve the quality of this webconference



# Information session

## European VOD Networks and operators

### 9 March 2022

This info session will be recorded using WebEx for the purpose of publication on EACEA's website. Only the presentations will be recorded: the Q&A sections will not be recorded.

Please refer to the Data Protection Notice of the event for more information.



# Creative Europe MEDIA

## Call CREA-MEDIA-2022-VODNET

Info Session 09/03/2022



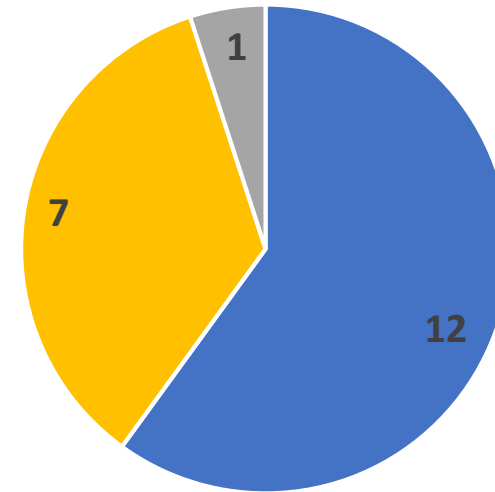


# CREA-MEDIA-2021-VODNET Evaluation Results

# Submitted proposals

- 20 proposals submitted
  - 7 selected
  - 12 rejected
  - 1 ineligible

## Submitted proposals



■ Rejected ■ Selected ■ Ineligible



# Territories with participating organisations



**Legend**

- 4 participating organisations
- 1 participating organisation
- No participating organisations



European Commission

Education, Audiovisual and Culture Executive Agency



# CREA-MEDIA-2022-VODNET

# KEY ASPECTS

## Timeline:

- Deadline: **02 June 2022 – 17:00:00 CET**
- Evaluation: June - October 2022
- Information on evaluation results: November 2022
- GA signature start: January 2023



# KEY ASPECTS

- **Available budget: 11M EUR**
- **Multiannual support** of minimum 2 years
- **Duration:** between 24 and 36 months (*extensions are possible, if duly justified through an amendment*)
- **Starting date of period of eligibility:** at grant signature (retroactivity possible if duly justified: at the earliest from the date of submission)
- **Multi-beneficiary:** at least 3 VOD platforms (beneficiaries; not affiliated entities) from at least 2 eligible countries. Appointed coordinator is representing the consortium
- **OR: Mono-beneficiary:** VOD platform offering its services in at least 2 different eligible countries! Must be fully operational in both territories!



# FINANCIAL MODALITIES

- Budget based (actual costs)
- Co-financing rate: 60%
- Requested amount: No max. threshold per proposal (*cost-efficiency!*)
- 1st pre-financing: 50% (*before 70%*)
- 2nd pre-financing: 30% (*before none*)
- Final payment: 20% (*before 30%*)

# ELIGIBILITY CRITERIA - Who can apply?

## Eligible applicants:

A Video on Demand (VOD) platform is  
an **on-demand audiovisual media service**  
provided by a **media service provider**  
for the **viewing of programmes**  
**at the moment chosen by the user and at his individual request,**  
on the basis of a **catalogue of programmes selected by the media service provider (1),**  
with a **clear brand identity**  
and on which the applicant(s) have the **editorial responsibility.**

Services offered by **broadcasters** or **internet service providers** are **eligible.**

*(1) Article 1(1)(g) of the Audiovisual Media Services Directive (Directive 2010/13/EU of 10 March 2010)*

# ELIGIBILITY CRITERIA - Who can apply?

- ✓ A group (consortium) of at least 3 applicants (VOD services: coordinator + minimum 2 co-beneficiaries, not affiliated entities) from at least 2 different eligible countries.
- Or a VOD platform offering its services in at least 2 different eligible countries. Must be fully operational in these territories!



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Executive Agency

# ELIGIBILITY CRITERIA - Who can apply?

The applicant/s must present a **minimum European Dimension** in their catalogue/aggregated catalogue:

- at least a total of **1000 available audiovisual works**;
- at least **30%** of audiovisual works from **countries participating in the MEDIA strand**;
- include audiovisual works from **at least five countries participating in the MEDIA strand** representing at least **five different official languages of these participating countries**.
- The 30% of European audiovisual works within the catalogue must be majority produced by a producer or producers established in the countries participating in the MEDIA strand.

The European dimension criteria must **be fulfilled at the start, and for the duration of the action**.

# OBJECTIVES OF ELIGIBLE ACTIVITIES:

**Joint/collaborative actions across borders** with the aim to **improve the competitiveness and attractiveness** of European VOD platforms offering a significant proportion of non-national European audiovisual works as well as to **increase the accessibility, visibility, discoverability and prominence of European content** for a wider global audience (European and international).

Applications should present **adequate strategies** to ensure a more **sustainable and more environmentally-respectful industry** and to ensure **gender balance, inclusion, diversity and representativeness**.

# ELIGIBLE ACTIVITIES:

Eligible activities are collaborative/joint actions:

- Promoting and developing an **attractive cross-border offer** of European content;
- Improving the **accessibility, visibility, discoverability and prominence** of European content;
- Developing **innovative digital promotion, marketing and branding strategies**;
- Implementing mechanisms to **better understand consumer behaviours at European level and develop new audiences outreach**;
- Fostering **exchange of knowledge and best practices**;
- **Mutualising and sharing of costs for projects able to improve the quality and competitiveness of the European VOD platforms** including technological development, editorial line, collective intelligence, facilitation of the copyright licencing process underlying pan-European exploitation.

# EXPECTED IMPACT

- **Strengthen the cross-border collaboration** among European Video On Demand (VOD) platforms through joint/collaborative activities to **increase the online audience of European audiovisual content.**
- **Strengthen the attractiveness** of eligible European Video On Demand (VOD) platforms for **cross-border audiences** and online consumption **at a larger scale.**
- **Improve the digital circulation and consumption** of European content by boosting its visibility, discoverability and prominence.
- **Develop new business models** and achieve **cross-border economies of scope and scale.**



# AWARD CRITERIA

## Relevance (35 Points)

- The **added-value** of the project compared to the current position and activities of the VOD platform(s) involved (10 points),
- The **relevance of the project vis-à-vis the objectives**, in particular the objective to improve the visibility, discoverability and prominence of European content and the potential to reach a global audience (10 points);
- The **scope, size and European dimension** of the VOD platform(s) involved including a diverse participation of countries and of their catalogues (5 points);
- The **adequacy of the strategies presented to ensure a more sustainable and more environmentally respectful industry** (5 points);
- The **adequacy of the strategies to ensure gender balance, inclusion and diversity and representativeness**, either in the project/content or in the way of managing the activity (5 points)

# AWARD CRITERIA

## Quality of content and activities (35 points)

- The adequacy of the methodology to the objectives pursued by the project, including the market analysis, the terms of the cooperation among the VOD platform(s) involved, the timing of the activities (10 points)
- The quality and the innovative aspects of the promotion, marketing and other activities - including the techniques and tools deployed - in order to promote the European content and to increase the global audience of the European VOD platforms (10 points)
- The feasibility and cost-efficiency of the project (15 points)

# AWARD CRITERIA

## Project management (10 points)

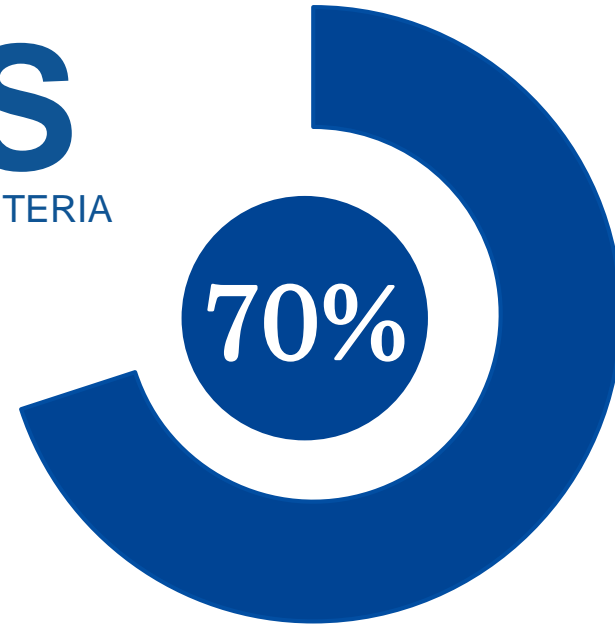
- The extent of the partnerships in place, the exchange of knowledge within and beyond the VOD services involved as well as the distribution of the roles and responsibilities vis-à-vis the objectives of the action.

# AWARD CRITERIA – Dissemination (20 points)

- The proposed methodology for assessing the impact and results of the project, for sharing of best practices, sharing of benefits of the actions with more European platforms and for optimising the visibility of the EU support (10 points)
- The proposed methodology for defining appropriate mid-term strategies in order to ensure the sustainability of the VOD services involved (10 points).

# QUALITY THRESHOLD - Reminder

**70/100 PTS**  
FOLLOWING THE ASSESSMENT OF THE AWARD CRITERIA



# Agreements

- **MONO-BENEFICIARY AGREEMENT:** The coordinator retains full responsibility for carrying out the relevant activities.
- **MULTI-BENEFICIARY AGREEMENT:**
  - The implementation of the action requires a **sharing of responsibilities** between the participating entities.
  - The agreement is signed by the coordinator and the co-beneficiaries.
  - The co-beneficiaries sign through the accession form in e-grants.
  - Each party is responsible for its own expenses and in case of a recovery order, the responsible co-beneficiary will be targeted.



# Agreements

## Coordinator's role – multi-beneficiary:

- ensures that the action is implemented in accordance with the agreement;
- acts as the intermediary for all communication between the co-beneficiaries and EACEA;
- makes the necessary arrangements to provide the financial guarantees required under the agreement, if any;
- draws up requests for payment in accordance with the agreement;
- provides all the necessary documents for checks and audits initiated prior to payment of the balance, and for evaluation.
- is nominated as the payment recipient and takes on related obligations in terms of transfer to the beneficiaries

# Agreements

## Co-beneficiaries – multi-beneficiary:

- immediately **inform the coordinator of any change** of which the beneficiary is aware that is likely to affect or delay the implementation of the action;
- immediately **inform the coordinator of any change in its legal, financial, technical, organizational or ownership situation** or in that of its affiliated entities, and of any change in its name, address or legal representation or in that of its affiliated entities;
- **communicate to the coordinator in a timely manner the information required to draw up the reports, financial statements and other documents** provided for in the agreement, all the documents required for audits, checks or evaluations, and any other information to be supplied to the Commission under the agreement, unless the agreement stipulates that such information should be sent directly to the Commission by the beneficiary.





# WORK PACKAGES: ACTIVITIES, MILESTONES AND DELIVERABLES

- A work package is a major sub-division of the project, a building block of the work breakdown structure that allows the project management to define the steps necessary for completion of the work.
- Each work package needs to contain an objective and means to attain it (activities), clearly described expected outcomes, milestones and deliverables.
- Project should normally have a minimum of 2 work packages:
  - ! **WP 1 – Project management (mandatory).**
  - + Additional work packages laying out the different activities.
- Enter each activity/milestone/output/outcome/deliverable only once (under one work package)
- Each WP should be accompanied by a specific budget.
- ! The sum of all specific budgets of the work packages should be consistent with the global budget indicated in Part A.

# WORK PACKAGES: **ACTIVITIES**, MILESTONES AND DELIVERABLES

- What, how, where, by whom: describe clearly your activities and division of work.
- Provide a concise overview of the work (planned tasks). Be specific.
- Indicate who is taking part and who is leading the supervision of specific task.
- Add information on other participants' involvement in the project.
- In-kind contributions: In-kind contributions cannot be declared as cost. *However, please indicate the relevant in-kind contributions in the context of the work package.*
- The Coordinator remains fully responsible for the coordination tasks, even if they are delegated to someone else. Coordinator tasks cannot be subcontracted.

# WORK PACKAGES: ACTIVITIES, MILESTONES AND DELIVERABLES

**Milestones** = control points in the project that help to evaluate progress. Provide means of verification of success (you can use the indicators).

**Deliverables** = major outputs which are submitted to show project progress (e.g. coordination report, communication plan, brochure, promo package from an event, report on accomplished campaign etc.) Due date needs to be indicated for each deliverable.

→ Milestones, deliverables and due dates must be feasible and achievable = contractual obligation! It will be managed through the Portal Grant Management System and will be reflected in Annex 1 of the Grant Agreement.

# WORK PACKAGES: EXAMPLES

- Project management and coordination (mandatory)
- Content selection and localization, editorial and marketing positioning of the titles
- Promotional activities, branding, promotion of cross-border offer
- Development of IT systems
- Consumer behavior and new audience outreach
- Improvement of accessibility, discoverability, prominence



# ELIGIBLE COSTS REMINDER

Budget categories:

A. Personnel costs

B. Subcontracting costs

C. Purchase costs

C.1 Travel and subsistence

C.2 Equipment

C.3 Other goods, works and services

E. Indirect costs

# ELIGIBLE COSTS REMINDER

- No volunteer costs
- Costs for financial support to third parties: not allowed.
- Indirect costs: flat-rate: 7% of the eligible direct costs
- VAT: non-deductible VAT is eligible

# TIPS

- Present a clear implementation strategy;
- Tie the strategies to measurable outcomes and KPI's;
- Relate internal costs to the project:
  - Budgets should be proportional to the forecast revenues
  - Travel costs should be limited
- Clear, simple language.

# TIPS

- What is your device ecosystem?
- What is your audience acquisition strategy?
- Do you have a business plan?
- Is your project feasible?
- Is there co-financing (strategy)?



# TIPS

- Where it concerns development of **technology**:
  - it should **serve the expected impact** e.g. support the marketing and promotion
  - **The added value & cost efficiency** should be well demonstrated
  - **Analyse carefully what is readily available on the market** -> avoid asking funding to develop tools that might be already out there or might need continuous support!

# TIPS

**Emphasis on projects that help platforms to develop their joint strategies for:**

- Marketing
- Promotion
- Curation
- Accessibility
- Improving customer experience
- Customer engagement/loyalty
- Monetization
- Sustainability

**WHERE SHOULD I START?**  
-> Go to 'Funding and Tender Opportunities Portal'

• My Experts Area in the F&T Portal is currently experiencing technical issues. We are working to resolve the problem and will let you know when the application is functioning normally.  
• Grant Management Services in the F&T Portal is currently experiencing technical issues. We are working to resolve the problem and will let you know when the application is functioning normally.

## Find calls for proposals and tenders

Search calls for proposals and tenders by keywords, programmes... Search

## EU Programmes

Asylum, Migration and Integration Fund (AMIF)	Border Management and Visa Instrument (BMVI)	Citizens, Equality, Rights and Values Programme (CERV)	<b>Creative Europe (CREA)</b>	Digital Europe Programme (DIGITAL)	Europe Direct (ED)
European Parliament (EP)	European Solidarity Corps (ESC)	Erasmus+ Programme (ERASMUS+)	European Social Fund + (ESF)	European Maritime, Fisheries and Aquaculture Fund (EMFAF)	Innovation Fund (INNOVFUND)
Internal Security Fund (ISF)	Horizon Europe (HORIZON)	Single Market Programme (SMP)	Social Prerogative and Specific Competencies Lines (SOCPL)	EU External Action (RELEX)	Justice Programme (JUST)
Pilot Projects and Preparatory Actions	Programme for the Environment and	Promotion of Agricultural Products	Union Civil Protection Mechanism	 European Commission	Education, Audiovisual and Culture Executive Agency

-> BROWSE THE CALLS AND SELECT  
VOD NETWORKS AND OPERATORS

Type your Keywords...

Match whole words only

GRANTS  TENDERS

**Submission status**

Forthcoming (18)  Open for submission  Closed

**Programming period**

2021 - 2027 (18) x v

Creative Europe (CREA) x

**Filter by call**

Select a Call... x v

**CPV code (Tenders Only)**

Select a CPV code... v

### Funding and tenders (18)

**Grant Talent & Skills**

*Forthcoming*

<b>Programme</b>	Creative Europe Programme (CREA)	<b>Deadline model</b>	single-stage
<b>ID</b>	CREA-MEDIA-2021-TRAINING	<b>Opening date</b>	01 June 2021
<b>Types of action</b>	CREA Project Grants	<b>Deadline date</b>	26 August 2021 17:00:00 Brussels time

**Grant Films on the Move**

*Forthcoming*

<b>Programme</b>	Creative Europe Programme (CREA)	<b>Deadline model</b>	single-stage
<b>ID</b>	CREA-MEDIA-2021-FILMOVE	<b>Opening date</b>	01 June 2021
<b>Types of action</b>	CREA Project Grants	<b>Deadline date</b>	24 August 2021 17:00:00 Brussels time

**Grant European mini-slate development**

*Forthcoming*

<b>Programme</b>	Creative Europe Programme (CREA)	<b>Deadline model</b>	single-stage
<b>ID</b>	CREA-MEDIA-2021-DEVMINISLATE		
<b>Types of action</b>	CREA Lump Sum Grants		

Conditions and documents


**Submission service**

Topic related FAQ

Get support

Call information

Call updates

 Go back to search results

## Start submission

To access the Electronic Submission Service, please click on the submission-button next to the **type of action** and the **type of model grant agreement** that corresponds to your proposal. You will then be asked to confirm your choice, as it cannot be changed in the submission system. Upon confirmation, you will be linked to the correct entry point.

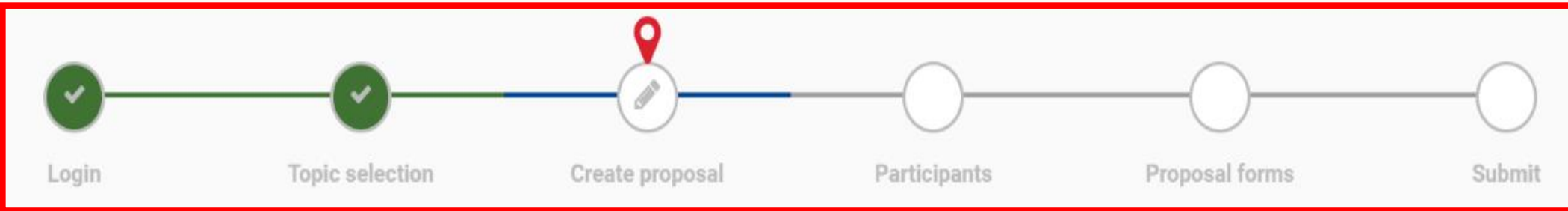
To access existing draft proposals for this topic, please login to the Funding & Tenders Portal and select the My Proposals page of the My Area section.

**Please select the type of your submission:**

CREA Project Grants [CREA-PJG], CREA Action Grant Budget-Based [CREA-AG]

Start submission

 Need help?



## Create proposal

**TEST MODE**

**Deadline**  
 02 June 2022 17:00:00 Brussels Local Time

85 days left until closure


**Call data:**

Call: **CREA-MEDIA-2022-VODNET**  
 Topic: **CREA-MEDIA-2022-VODNET**

**!** Please submit your proposal at the latest **48 hours before the deadline** (to avoid system congestion or system incompatibility issues). Late proposals will not be accepted. Don't wait until the end because you are worried about confidentiality – we will not open the proposals before the deadline. **You can submit the proposal as many times as you wish up until the deadline.** Each new submitted version will replace the previous one.

### Find your organisation

PIC  Short name

Organisations you have been previously associated with. (Click  European Commission | [Education, Audiovisual and Culture Executive Agency](#))

- 
- 
-



## Deadline

You can submit the proposal as many times as you wish up until the deadline. Each new submitted version will replace the previous one.

**-> CREATE A PROPOSAL BY PROVIDING INFORMATION ON COORDINATOR AND CHOSE THE ACRONYM AS WELL AS A SHORT SUMMARY OF YOUR PROJECT**

85 d

### Call data:

Call: CREA-MEDIA-2022-VODNET

Topic: **CREA-MEDIA-2022-VODNET**

Type of action: CREA-PJG

Type of MGA: CREA-AG



Topic and type of action can only be changed by creating a new proposal.

### Download Part B templates



Download part B templates

### Support & Helpdesk

PIC

913842918

0

Short name

Test Camelia-Valeria

230

Search

Organisations you have been previously associated with. (Click to select)

PIC: 913842918



Test Camelia-Valeria  
place Rogier  
Brussels, BE

PIC: 952853893

JANITOM Tomasz Janisz  
ul. Ogarna 111/112/6  
Gdansk, PL

PIC: 903605635

tokio  
test  
test, JP

### Your role

Please indicate your role in this proposal

- Main contact
- Contact person



European  
Commission

# Participants



## Deadline

07 April 2022 17:00:00 Brussels Local Time

37 days left until closure

## Call data:

Call: CREA-MEDIA-2022-FESTNET

Topic: CREA-MEDIA-2022-FESTNET

Type of action: CREA-PJG

Type of MGA: CREA-AG



Topic and type of action can only be changed by creating a new proposal.

## Proposal data:



In this step you as coordinator should manage and review the participants of your proposal.

Only you as coordinator can edit the elements on this screen.

Note: Your changes will be applied only after you click the "Save Changes" button.

Number of participants: 1

-> Add the co-beneficiaries and affiliated entities



## Coordinator



Test Camelia-Valeria

Add Affiliated Entity +

Contacts:

Add contact +

Test Camelia-Valeria

Brussels, BE

PIC: 913842918

Change organisation

Contact organisation



European Commission

Education, Audiovisual and Culture Executive Agency



85 days left until closure

Call data:

Call: CREA-MEDIA-2022-VODNET

Topic: CREA-MEDIA-2022-VODNET

Type of action: CREA-PJG

Type of MGA: CREA-AG



Topic and type of action can only be changed by creating a new proposal.

Proposal data:

Acronym: Test3333

Draft ID: SEP-210839047

Download Part B templates



Download part B templates

3

Administrative forms (Part A)

1

Edit forms

2

Edit Part C

View history

Print preview



Part B and Annexes

In this section you may upload attachments.

Part B

Info on subscription, revenue and catalogue

Info on Independence and Ownership Control

-> FILL IN THE PROPOSAL FORMS

4

BACK TO PARTICIPANTS LIST

VALIDATE

SUBMIT



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**-> FILL IN THE PART A ONLINE FORMS**

## Type of Model Grant Agreement: CREA Action Grant Budget-Based

### Table of contents

Section	Title	Action
1	General information	<a href="#">Show</a>
2	Participants	<a href="#">Show</a>
3	Budget	<a href="#">Show</a>

#### How to fill in the forms

The administrative forms must be filled in for each proposal using the templates available in the submission system. Some data fields in the administrative forms are pre-filled based on the steps in the submission wizard.



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85 days left until closure

Call data:

Call: CREA-MEDIA-2022-VODNET

Topic: CREA-MEDIA-2022-VODNET

Type of action: CREA-PJG

Type of MGA: CREA-AG



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Draft ID: SEP-210839047

Download Part B templates



Download part B templates

Administrative forms (Part A)

Edit forms

Edit Part C

View history

Print preview

Part B and Annexes

In this section you may upload the technical annex of the proposal (in PDF format only) and any other requested a

-> DOWNLOAD THE PART B TEMPLATES:

PART B – description of the action

Information of subscription, revenue and catalogue template

Information on Independence and Ownership Control template



Upload



Upload



Upload

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-> EDIT PART B DOCUMENT

! Structure of the proposal reflects the award criteria used by experts to evaluate the proposal. TIP: Regularly consult the award criteria available in the Call for proposals, when drafting your application.

WORK PACKAGES: what, how, where, by whom: describe clearly your activities and division of work.  
! Be precise, milestones and deliverables are contractual obligations.  
! Total budget indicated in the Work Packages needs to be coherent to the total budget in PART A.

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**-> IN PART B (PROPOSAL) CHOOSE ONLY THE RELEVANT QUESTIONS FOR THE CALL**

For 'Video game and immersive content development': Describe the innovative aspects of the submitted project (technique, content, gameplay/level of immersion and interactivity, visual/graphic approach, etc.)

For 'Fostering European media talents and skills', 'Markets & networking', 'MEDIA 360°', 'Innovative tools and Business models', 'European VOD Networks and operators', 'Audience Development and Film Education', 'Creative Innovation Lab', 'Media Literacy', 'Defending media freedom and pluralism' and 'Journalism Partnership': Explain the European dimension of your project (including, if applicable: origin of content or audiovisual works; cross-border and cross-language dimension; potential for European expansion; nature of the partnership; scope and size of partners).

For 'Networks of European cinemas':

- Describe the number and geographical balance of the cinemas network including those located in countries/regions

performance indicators. Describe the methodology for the allocation of the su

For 'Networks of European festivals': Describe the network scope and strat sustainable coordination.

For 'European festivals': Describe the activities towards the audience, inclu decentralised events, the communication strategy (traditional and innovative i film literacy initiatives as well as other actions for young audiences on Europe

For 'European VOD Networks and operators': Explain the added value o position and activities of the VOD platforms involved.

For 'Films on the Move': Describe the global strategy as sales agent and th taking into account theatrical and/or online distribution territories confirm grouping in Europe and outside of Europe) and existing partnerships with onli



85 days left until closure

Call da

Call: CR

Topic: **CREA-MEDIA-2022-VODNET**

Type of action: **CREA-PJG**

Type of MGA: **CREA-AG**



Topic and type of action can only be changed by creating a new proposal.

Proposal data:

Acronym: **Test3333**

Draft ID: **SEP-210839047**

**Download Part B templates**



Download part B templates

## Administrative forms (Part A)

Print preview

**-> UPLOAD ALL THE COMPLETED PART B FORMS**

## Part B and Annexes

In this section you may upload the technical annex of the proposal (in PDF format only) and any other requested attachments. ?

Part B

Upload

Info on  
subscription,  
revenue and  
catalogue

Upload

Info on  
Independence  
and Ownership  
Control

Upload

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85 days left until closure

Call

-> **SUBMIT YOUR PROPOSAL**

### Administrative forms (Part A)

Forms

Edit Part C

View history

Print preview



Call: CREA-MEDIA-2022-VODNET

Topic: CREA-MEDIA-2022-VODNET

### Part B and Annexes

After submission, your proposal is sent to the EU services for evaluation.

**! You can resubmit your proposal if needed until the closure of the call.**

**! Once the Call is closed, the last submitted version will be the one being evaluated.**

al annex of the proposal (in PDF format only) and any other requested

Upload

Upload

Upload

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Catalogue

Info on  
Independence  
and Ownership  
Control

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Download part B templates

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# What You Need to Know about Completing the Form

## Who Can Fill in the administrative form part A of the proposal?

The **Main Contact** is the only person that can complete the form and all other administrative details.



**Your Role**

Please indicate your role in this proposal

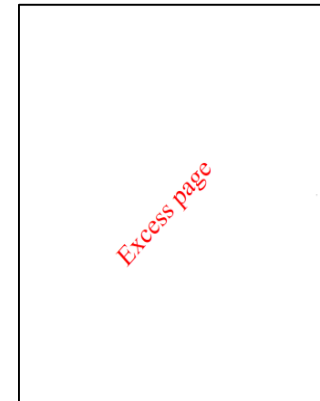
Main contact

Contact person



# TIPS & TRICKS

- Pay attention to the instructions in green as sometimes it does not concern the action VOD NETWORKS AND OPERATORS (explanation starting with “n/a”) -> You can delete the instructions not relevant to your Call.
- **!! Page limit = 70 pages** together with first page of the Application form. You will still be able to upload the document but all of the excess pages will contain just a watermark as content.



# WHAT'S AFTER SUBMISSION?

**Evaluation process** -> as soon as evaluation is completed -> applicant receives the **Evaluation Result Letter**.

The letter is sent to **'My Project Area'** + notification by email to **the coordinator's contact persons** listed in the proposal.

Successful applicants start Grant Agreement Preparation in **Grant Management system**.

# Support IT, FAQ and rules

European Commission | Funding & tender opportunities | Single Electronic Data Interchange Area (SEDIA)

SEARCH FUNDING & TENDERS | HOW TO PARTICIPATE | PROJECTS & RESULTS | WORK AS AN EXPERT | **SUPPORT**

Horizon 2020 Framework Programme

- Support overview
- Guidance & Manuals
- FAQ
- Helpdesks



- Support overview
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- FAQ
- Helpdesks

## Support overview

### Support by type

- GUIDANCE
- FAQ
- HELPDESKS

H2020 Online Manual guides you through all the main processes on the Participant Portal from proposal submission to grant management and audits. IT HOW TO gives you detailed guidance on the PP related IT tools.

### Popular support topics

EU Login	Online manual	How can I acquire roles and access rights for proposals, projects or organisations?
How to change the EU Login account details?	FAQ	Where can I find more user guidance related to proposal submission?
What is a LEAR (Legal Entity Appointed Representative) and what are LEAR's rights and tasks?	FAQ	SME Self Evaluation
How to appoint a LEAR	Online manual	Where can I find the National Contact Points (for Horizon 2020)?
Do I have to register my organisation before drafting my proposal?	FAQ	

## Creative Europe (CREA)

Programming period: 2021-2027

Reference Documents

Grants

Procurement

### Guidance & Manuals

- GRANTS
- TENDERS

### Reference documents

The page references documents of the programmes managed by the Commission, grant agreements and guides for specific actions.

- Legislation
- Work programme & call documents
- Grant agreements and contracts
- Guidance
- Templates & forms
- Funding & Tenders Portal

### Online Manual

Step-by-step online guide through the Portal processes from proposal submission to grant management and audits.

### IT How to

IT support guide with step-by-step walkthroughs and videos.

THANK YOU FOR YOUR  
ATTENTION

Questions?

**EACEA-MEDIA-  
AUDIENCE@ec.europa.eu**