

# 12 EASY WAYS TO AVOID ERRORS ON CLAIMS

## REVIEW YOUR ACOA LEGAL DOCUMENTS

1

Review your contribution agreement and claim process for each new project with your Program Officer. Remember, not all projects are the same.

Your payments to suppliers must be made by the legal entity ("recipient") on your contribution agreement (not a subsidiary, shareholder, or other person or organization).

2

## ENSURE COSTS ARE PAID BY ACOA RECIPIENT

## KNOW THE DATE YOU CAN START CLAIMING

3

Your contribution agreement will specify the date from which costs are eligible for your project. See Section 5 in Articles of Agreement in your contribution agreement.

Claim only eligible costs received, invoiced and/or paid for by your company, or that you have a legal obligation to pay in the future. The contribution agreement may include an advance payment option for goods/services not yet received. You may also claim supplier contractually required deposits or progress payments.

4

## CLAIM ONLY COSTS INCURRED

## CLAIM THE CORRECT HST/GST %

5

Use the right rebate % rate for the type of costs being claimed. This comes from the Canada Revenue Agency (CRA). If you are unsure, check with your accountant or call CRA prior to completing the ACOA claim.

Report any credits received on your next claim as soon as they are received. If credits and refunds are received after your final claim or you do not plan on submitting a claim soon, contact your Program Officer.

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## REPORT ALL CREDITS AND REFUNDS

## MATCH COSTS TO SUPPORTING DOCUMENTS

7

The costs must match the supporting documentation. If you are only claiming certain costs from an invoice, make sure the costs are clearly identified. Keep all supporting documents for your records.

Ensure that all salary, wages and benefits claimed are eligible. Ask your Program Officer about any items paid beyond the mandatory benefits such as EI and CPP.

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## DETERMINE THE ELIGIBLE PAYROLL BENEFITS

## CLAIM WAGES AND SALARIES THE WAY THEY'RE PAID

9

Salaries, wages and benefits should be claimed in the same way they are incurred and paid to employees (e.g., bi-weekly; monthly, etc.).

Ensure your costs claimed are in the Canadian dollar value that you paid to supplier. Schedule 3 of the contribution agreement explains how these costs should be claimed.

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## USE THE RIGHT EXCHANGE RATE

## KEEP YOUR SUPPORTING DOCUMENTATION

11

Keep all supporting documents for costs claimed. This includes invoices and proof of payments. You may be asked for them during the claim review or after you have received the payment. DO NOT send unless requested.

ACOA Direct is a safe and quick method to submit your claims, receive payments letters and keep track of your previous claims. Ask your Program Officer how you can benefit from using ACOA Direct on your projects.

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## SUBMIT YOUR CLAIM VIA ACOA DIRECT

