

What to Expect/Do While You Wait

Confirmation of submission

- Once your application has been submitted, you will receive an email confirmation from the system. If you do not receive the confirmation right away, do not panic. Instead follow these steps:
 - 1) First, check your junk mail folder. The sender will be onlineapp@factor.ca. Mark this address as a safe sender for future.
 - 2) If it isn't there, wait a moment; the system may take a bit to send you the auto-confirmation.
 - 3) In the meantime, it is advised that you double-check to make sure that you actually submitted your application. If it has been submitted, the box on the far-right will say "unsubmit". If this is the case, you can reasonably expect that it has been successfully submitted to us. If it says delete, go back into the application and be sure that the application is complete, then try re-submitting.

NOTE: In order to submit an application it must be complete, you must select "I'm Ready to Submit", then it will offer you a chance to review the summary. After doing this, at the bottom of the page select "Submit This Application", read the pop-up and if you are sure you have done all that it outlines, select "OK"

- 4) If it still does not successfully submit, please call the Submissions Department at FACTOR to speak with a coordinator to resolve the issue.

Making Changes to your Submission

- Once your application is submitted you are welcome to unsubmit, make any changes that you see fit, and re-submit UP UNTIL THE DEADLINE DAY, NO LATER. Once the deadline has passed, contact FACTOR with any changes or updates to your file. If you unsubmit your application and re-submit beyond the deadline date, your application will be considered late as we only recognize the latest date and time of submission. All applications and digital support materials must be submitted by no later than 12pm PST on the deadline date.

NOTE: Remember that all mandatory physical match-up materials that relate to the application (copies of physical CDs or any other applicable hard-copy pieces) must be received in the FACTOR office no later than 5pm EST on the deadline day. Know that this is a hard deadline that will be enforced. The same is true for applicants who chose to submit using the hard-copy applications.

- Regarding the above point, it is important to remember that all substantial changes to the original information must be relayed to FACTOR. These changes include, but are not limited to: adding dates to a tour (Tour Program), changing song titles, number of tracks to be recorded, and/or publishing information on a sound recording project (Demo, Juried Sound, Emerging Artist, and Direct Board Sound Programs), change of personnel such as producer/studio/etc. (sound recordings) or director/producer/etc. (Video Program), change of contact information, or anything else of this nature.

FACTOR Seeking Clarification or Further Information

- After you submit your application, the Submissions Department at FACTOR may need to contact you in order to clarify any information included in your submission or to request further details/materials/etc. so that your file is able to be properly assessed. (Note that it is not FACTOR's responsibility to seek out any further information from the applicant but in certain cases, FACTOR may follow up with the applicant.) Because of this, it is of utmost importance that you filled out the contact information accurately in the application, without typos, and that you submitted your most up-to-date phone number and email address that you check regularly. Email is the primary method of contact that FACTOR uses, so applicants are urged to have and provide a valid email address that they check regularly for the purposes of this kind of correspondence.



What to Expect/Do While You Wait - Continued

- If FACTOR follows up with the applicant for any reason, it is the applicant's responsibility to return any phone calls or emails made by the deadlines laid out in the correspondence. If you do not follow up or provide the information/materials requested, this may affect the eligibility of your application.
- If your phone number or email address changes at any time during the application process, contact someone in the Submission Department via email immediately with the updated information. If the information we have on file is out-of-date, it is not FACTOR's responsibility to seek out the correct information but we will gladly update any information as it becomes available to us.

Keeping Track of Expenses (in the case that you being incurring costs before hearing your results)

- If your project is not fully dependent on FACTOR funding and if you begin incurring costs before finding out our funding results from FACTOR, it is important that you keep track of any expenses that you make regarding the application. The best way to do this is –to keep each and every receipt, invoice, and proof of payment for expenses that you incur. Also, FACTOR only recognizes cash payments in very specific circumstances relating to the tours, showcases, business travel, and songwriter workshops, so you are advised to not use cash for any expenses that you have claimed in your budget. For more information on where cash payments are acceptable, please contact the Funded Projects Department.
- For programs where you have claimed artist fees and commissions or per diems, track these expenses for each person claiming using the Supplier Info Form which can be found on the factor website (www.factor.ca) under the Documents tab.
- For programs where you have claimed personal vehicle expenses, please use the Personal Vehicle Log Sheet, also found at www.factor.ca under the "Documents" tab.

Checking Up on the Status of an Application (determining our Receipt of the Application, Approvals, or Rejections)

- Please do not follow up with FACTOR to confirm our receipt of the application unless the online system has indicated that there may have been an issue or if the timeframe allotted for the results has passed and you have not yet received any communication from the FACTOR office. If the online system indicates that the application has been submitted, it is safe and reasonable to assume that we have received your application.
- The timeframe allotted for FACTOR to assess your application is set out for each program in the "Assessment Process" section in each and every application's Program Guidelines document. This timeframe flexes between 4-6 weeks, 6-8 weeks, and 12 weeks depending on the program. Please be aware of the turnaround timeframe for results for every application that you fill out.
- If the noted timeframe has expired and you have still not received communication from FACTOR indicating results you may do the following:
 - 1) Check the website (www.factor.ca) under the approvals tab. As soon as we have results, all approved files will be posted in that section. If the program that you applied to is listed and your applicant name is posted, you have been approved and can expect paperwork from the Funded Projects Department in approximately one week plus mailing time. If the program you applied to is posted and your name is not listed, it means that you were not successful. At this point, you should expect a letter in the mail from the Submissions Department summarizing the reasons for the rejection.



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- 2) If the program is not listed on the approvals section and the timeframe has been exceeded, you may contact the Submissions Department at FACTOR and they will provide you with any updates to the assessment process and will be able to give you an estimate as to when results will become available.

Contacting FACTOR -

- To contact FACTOR with changes/updates/or queries you can either call in or email the submissions department. To speak with us directly, the phone number is 416-696-2215 if calling locally and 1-877-696-2215 (toll free) if calling long distance. Inform the receptionist that you are calling for the Submissions Department in regards to an online submission. If you are going to contact us via email, visit the contact us page of the website and select one person in the submissions department and use the email address as listed there.
- When you contact FACTOR about a submission (not yet approved), always reference the online app/submissions app ID that was assigned to the file as you see it on the online system. If you submitted your application using the hard-copy forms, have the applicant name, program, and artist name (if applicable) exactly as you wrote it on your application on hand so that the submissions department can easily locate your file within the internal system.