

# Claims FAQ

## Invest Nova Scotia Accelerate Program

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### 1. How do I submit my claim?

Claims are submitted online. Please access the [Invest Nova Scotia Accelerate](#) webpage on the Invest Nova Scotia website. You will find the “Submit Claim” button at the bottom of the webpage. (See screen capture below.) Once your milestones and budget are approved by the program lead you can start submitting claims.

Once ready to begin your first claim, you will be guided by screen prompts to answer a series of questions relating to your company. When you have answered all the questions, a claim form will appear on your screen asking for details on your expenses, followed by instructions to upload all supporting documents. Finalize and submit your complete claim.

**Please note:** You will need your Invest Nova Scotia customer number and file number (stated in your Letter of Award).

## Submit a Claim

To submit a claim for approved activities completed during the program, please click Submit Claim below to access the form.

**SUBMIT CLAIM >**

### 2. Where do I find my customer number and file number?

The customer number and file number is found at the top of page on of your Letter of Award.

### 3. When do I submit my claim?

We recommend submitting claims on a monthly basis. Claims must relate to completed activities aligned with your approved milestones and budget. All claims must be submitted no later than two weeks after the program ends. Reference the [Invest Nova Scotia Accelerate](#) and Letter of Award for further information.

### 4. What documents do I submit with my claim?

You'll need to provide the following three items with each claim:

1. **Completed Expense Form** – This should detail each line item included in your claim.

2. **Supporting Documentation** – An invoice, receipt, or pay stub that shows the work or service that was billed.
3. **Proof of Payment** – A bank statement showing the expense was paid by your company. The company name must be visible.

**Note:** The invoices and proof of payment documents must be made to/ paid by the Company that holds the Letter of Award. Please refer to the [Invest Nova Scotia Accelerate Guidelines](#) and the Letter of Award for eligible expenses.

5. **What is sufficient proof of payment?**

A credit card statement, wire, or e-transfer receipt, which shows the status of the payment as “confirmed” or “complete,” are sufficient proof of payment. If payment was made by cheque, send a copy of the front and back of a cheque showing it has been cashed at a financial institution. Payment of costs must be made by the Company that holds the Letter of Award. Screen shots, photos or “snippets” of statement item lines only are not sufficient proof of payment. We require a full statement page including the document and account information usually found at the top of the page.

**Note:** Booking confirmations quoting prices, cheque stubs, and invoices stamped “Paid” are not considered proof of payment.

6. **How do I claim the flight Stipend?**

Please refer to the [Invest Nova Scotia Accelerate Guidelines](#) for travel destinations and amount to be claimed. The flight stipend is only eligible for return airfare to and from Nova Scotia. A maximum of two (2) representatives that reside in Nova Scotia are eligible per trip.

If the project has multiple destinations, claim the highest value destination for the claim. If two (2) representatives have participated in the trip, they must both claim the same destination.

Please submit the flight itinerary and/or invoices to validate the flight stipend. Flight stipends are not eligible for travel to New Brunswick or Prince Edward Island.

7. **How do I claim the per diem rates for accommodations and ground transportation?**

For the per diem rate to be an eligible expense, you must provide proof of travel in the form of the airline boarding passes or hotel invoices to validate the per diem calculation. The eligible rate of \$200 per night is calculated by the number of nights (and not the number of days) to a maximum of seven (7) nights. The per diem includes accommodation and all in-market ground transportation expenses. All accommodation and ground transportation invoices and proof of payment should be kept for five (5) years if required in the event of an audit. Personal travel days and travel of a personal nature are not eligible.

8. **Can I claim the charge from the airline for the baggage and seat selection fees?**

No. The stipend includes all airline-related fees, flight and change fees, baggage fees, and seat selection fees.

9. **How is the incentive paid to me?**

The incentive is only payable against eligible and approved budget items outlined in the Letter of Award. Reimbursement will occur upon completion of expense form and supporting

documents including copies of detailed invoices, receipts, proof of payment and Company Declaration form (if applicable) as outlined in the Guidelines and Letter of Award.

**For additional information, please refer to the [Invest Nova Scotia Accelerate Guidelines](#) or contact the Program Lead via email [kaitlin.webb@investnovascotia.ca](mailto:kaitlin.webb@investnovascotia.ca).**