

Claims FAQ

Export Development Program



1. How do I submit my claim?

Claims are submitted online. Please access the [Export Development Program](#) webpage on the Invest Nova Scotia website. You will find the “Submit a Claim” button at the bottom of the webpage (see screen capture below). Choose the correct Stream for your project (found in the subject line of the Agreement). If you have not submitted the Client Engagement Survey, you must complete this now before moving on to submit your claim.

Once ready to begin your claim, you will be guided by screen prompts to answer a series of questions relating to your project. When you have answered all the questions, a claim form will appear on your screen for signature, 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 engagement number (stated in your Agreement, page 1).

Supporting documents

Stream 1

- [EDP Stream 1 Activity Claim Worksheet](#)

Stream 2

- [Company Declaration Form](#)

Submit Claim Online

[STREAM 1 CLAIM](#)

[STREAM 2 CLAIM](#)

2. Where do I find my account number (formerly customer number) and file number?

The account number and the file number are both stated on the Agreement, page 1.

3. When do I submit my claim?

A complete claim package must be submitted within 30 days of your Project end date (you can find the date in your Agreement, Appendix A). Failure to adhere to this timeline will result in the project claim being denied with no further notice. Please refer to the Guidelines and Agreement for further information.

4. What documents do I submit with my claim?

The Client Engagement Survey must be submitted prior to making a claim. The survey will appear at the beginning of the online claim process.

Stream 1:

- 1) A signed Invest Nova Scotia EDP Stream 1 Claim Form
- 2) A completed electronic Excel (not pdf) version of the EDP Stream 1 Claim Worksheet. Please use the current version found on the claim webpage

Note: The worksheet requests dates and with whom the meetings were held for in-market meetings projects. The full name(s) and company name(s) must be reported

- 3) Copies of related project invoices/receipts for conference/booth expenses
- 4) Proof of payment for conference/booth expenses in the form of credit card/bank statements, copies of the front and back of cheques (indicating they have been cashed at a financial institution) or a wire or e-transfer receipt that shows the status of the transaction as “completed” or “confirmed”

Note: Invoices marked as paid do not provide sufficient proof of payment. Barter/Contra and cash transactions do not suffice as proof of payment. Sufficient proof of payment information must include the whole page of the document including what the document is (Visa, bank statement, etc.), the account holder (payer), and transactions that include the name of the payee.

- 5) Per diem: Proof of travel must be submitted (i.e., airline boarding passes, or hotel invoice(s), etc.) to validate the per diem calculation

Tip: Take a screen shot of the boarding pass(es)

- 6) Airfare stipend: Proof of airfare in the form of a detailed itinerary and/or invoice

- 7) Proof of attendance at a trade show/conference (i.e. badge, registration confirmation, pictures of the representatives in the booth, etc.)

Tip: Take a photo of the event badge(s)

Stream 2:

- 1) A signed Invest Nova Scotia EDP Stream 2 Claim Form
- 2) A completed EDP Company Declaration Form (on website) confirming project completion

Note: The form asks for the Agreement date (found on page 1 of the Agreement), not the date that the project was completed

- 3) Related project invoices from the consultant/service provider
- 4) Proof of payment in the form of credit card/bank statements, copies of the front and back of cleared cheques (indicating they have been cashed at a financial institution) or a wire or e-transfer receipt that shows the status of the transaction as “completed” or “confirmed”

Note: Invoices marked as paid do not provide sufficient proof of payment. Barter/Contra and cash transactions do not suffice as proof of payment. Sufficient proof of payment information must include the whole page of the document including what the document is (Visa, bank statement, etc.), the account holder (payer), and transactions that include the name of the payee.

Special Note: The invoices and proof of payment documents must be made to/paid by the Company that holds the Agreement.

5. Can I claim the invoice that I received for an Invest Nova Scotia workshop or a trade mission?

No. Invoices from Invest Nova Scotia are not eligible. Invoices to attend any trade missions are not eligible.

6. What is sufficient proof of payment?

Proof of payment for conference/booth expenses in the form of credit card/bank statements, copies of the front and back of cheques (indicating they have been cashed at a financial institution) or a wire or e-transfer receipt that shows the status of the transaction as “completed” or “confirmed”

Note: Invoices marked as paid do not provide sufficient proof of payment. Barter/Contra and cash transactions do not suffice as proof of payment. Sufficient proof of payment information must include the whole page of the document including what the document is (Visa, bank statement, etc.), the account holder (payer), and transactions that include the name of the payee.

7. How do I claim the flight Stipend?

Please refer to the [EDP Guidelines](#) for travel destinations and amount to be claimed. The flight stipend is only eligible for return airfare to/from Nova Scotia. Only one stipend per representative, per project is eligible, regardless of whether there are multiple destinations. A maximum of 2 representatives that reside in Nova Scotia are eligible per project.

If the project has multiple destinations, claim the highest value destination for the claim. If two representatives have participated in the project, both must 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.

- 8. How do I claim the per diem rates for accommodation 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 (50% of \$400) is calculated by the number of nights (and not the number of days) to a maximum of (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 (5) years if required in the event of an audit. Personal travel days and travel of a personal nature are not eligible.
- 9. I cannot attend a Stream 1 approved trip. When should I notify Invest Nova Scotia?** The Company must notify Invest Nova Scotia if there is a Project listed in Appendix “A” that will not be undertaken by the Company, no later than the approved start date of that Project. Failure to notify Invest Nova Scotia that a Project will not be undertaken may affect any future applications and funding.
- 10. Can I change one of the approved Stream 1 travel projects listed in my Agreement?** Yes. If the Company wishes to change the location and/or date for a Project listed in Appendix “A” of the Agreement, a request in writing must be sent to Invest Nova Scotia **prior to the approved start date of the Project**, as per the Agreement. If approved, written confirmation will be provided by Invest Nova Scotia. Please contact the Export Program Administrator.
- 11. Can I change the approved consultant for my Stream 2 Project?** As per the Agreement, no changes can be made unless you have prior written consent from Invest Nova Scotia. Please contact the Export Program Administrator to discuss as soon as possible; and before you engage a consultant that has not been approved.
- 12. Are subscription fees eligible for my Stream 2 Project?**
No.
- 13. I have an invoice from my travel agent for my flights. Does this invoice meet the criteria for a supporting document for the flight stipend?** Yes. For the stipend to be an eligible project cost, a detailed itinerary or invoice are sufficient supporting documents.
- 14. Can I claim the charge from the airline for the baggage fees and seat selection?** No. The stipend includes all airline-related fees, flight and change fees, baggage, and seat selection.

15. What happens if my application is approved, but plans for an eligible project change?

If you wish to change the travel location for a project, you must notify Invest Nova Scotia in writing requesting a change in travel location prior to the start date of travel. The travel location can only be changed upon written approval from Invest Nova Scotia.

If the dates for an approved trip change but the location remains the same, you must notify Invest Nova Scotia in writing before the approved dates of travel on the Agreement, Schedule “A.” Failure to make this request before the approved travel dates will result in the funding for this trip being withdrawn. Please refer to the [EDP Guidelines](#) and Agreement.

If your Stream 2 project (that involves working with a consultant) will not be completed by the project end date in the Agreement, you must contact the Export Development Administrator, before the project end date. Invoices from approved consultants for approved projects as per the Agreement are eligible.

16. How is the incentive paid to me?

The incentive is only payable against eligible project costs as outlined in the Agreement. Reimbursement will occur upon receipt of the Activity Claim 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 Agreement.

For additional information, please refer to the [Export Development Program Guidelines](#) or contact the Program Claims Assistant via email claims@investnovascotia.ca or by phone 902.424.5924